

Epson SureColor® F2000 Series User's Guide

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Epson SureColor F2000 Series User's Guide

Welcome to the Epson SureColor F2000 Series *User's Guide*.

For a printable PDF copy of this guide, [click here](#).

Introduction to Your Printer

Refer to these sections to learn more about your printer and this manual.

[Printer Features](#)

[Notations Used in the Documentation](#)

[Printer Part Locations](#)

Printer Features

The SureColor F2000 Series printer includes these special features:

High productivity

- High-speed printing using high-density 360 dpi nozzles
- Available 600 ml large-capacity ink cartridges (250 ml cartridges are included with printer)

Reliability

- Built-in White ink circulation system to prevent malfunctions caused by sedimentation of ink particles in the White ink tubes (White Edition)
- Built-in automatic fabric wiper system automatically cleans the surface of the print head nozzles for better print quality

High Resolution

- UltraChrome DG pigment ink optimized for textile printing for smooth gradations and high color reproducibility
- High-density white printing using White ink and pre-treatment solution developed specially for Epson pigment ink textile printers (White Edition)

Easy-to-use setup and operation features

- Easy T-shirt loading and platen height adjustment
- User-friendly design allows you to perform all everyday operations from the front of the printer and check operating status through the transparent printer cover
- Large, easy-to-read, color LCD display
- PC-free, direct printing from a commercially available USB thumb drive connected to the printer
- Easy-to-use software

[Optional Equipment and Replacement Parts](#)

Parent topic: [Introduction to Your Printer](#)

Related concepts

[Printer Part Locations](#)

Optional Equipment and Replacement Parts

You can purchase genuine Epson ink and accessories at epson.com (U.S. sales) or epson.ca (Canadian sales). You can also purchase accessories from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Option or part	Part number
Cleaning cartridge (700 ml)	T736000
Pre-treatment solution (20 liter)	C13T7361000
Printer maintenance kit	C13T736200
Print head cleaning kit	C13S092001
Waste ink bottle	T724000
Printer air filter	C13S092021
Large garment platen (16 inch × 20 inch [40.6 × 50.8 cm])	C12C890911
Medium garment platen (14 inch × 16 inch [35.5 × 40.6 cm])	C12C890912
Small garment platen (10 inch × 12 inch [25.4 × 30.5 cm])	C12C890913
Sleeve platen (4 inch × 4 inch [10.2 × 10.2 cm])	C12C891191
Epson UltraChrome DG ink cartridge - Black (250 ml)	T730100
Epson UltraChrome DG ink cartridge - Black (600 ml)	T725100
Epson UltraChrome DG ink cartridge - Cyan (250 ml)	T730200
Epson UltraChrome DG ink cartridge - Cyan (600 ml)	T725200
Epson UltraChrome DG ink cartridge - Magenta (250 ml)	T730300
Epson UltraChrome DG ink cartridge - Magenta (600 ml)	T725300
Epson UltraChrome DG ink cartridge - Yellow (250 ml)	T730400
Epson UltraChrome DG ink cartridge - Yellow (600 ml)	T725400
Epson UltraChrome DG ink cartridge - White (250 ml) (White Edition)	T730A00

Option or part	Part number
Epson UltraChrome DG ink cartridge - White (600 ml) (White Edition)	T725A00
1-year extended Epson Preferred Plus service plan	EPPSCF2KB1

Parent topic: [Printer Features](#)

Notations Used in the Documentation

Follow the guidelines in these notations as you read your documentation:

- **Warnings** must be followed carefully to avoid bodily injury.
- **Cautions** must be observed to avoid damage to your equipment.
- **Notes** contain important information about your printer.
- **Tips** contain additional printing information.

Parent topic: [Introduction to Your Printer](#)

Printer Part Locations

Check the printer part illustrations to learn about the parts on your printer.

[Printer Parts - Front/Top](#)

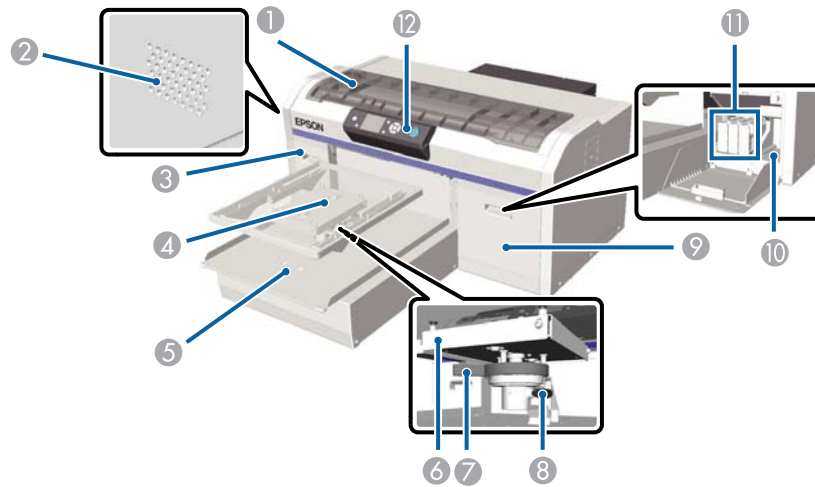
[Printer Parts - Inside](#)

[Printer Parts - Back](#)

[Control Panel and LCD Screen](#)

Parent topic: [Introduction to Your Printer](#)

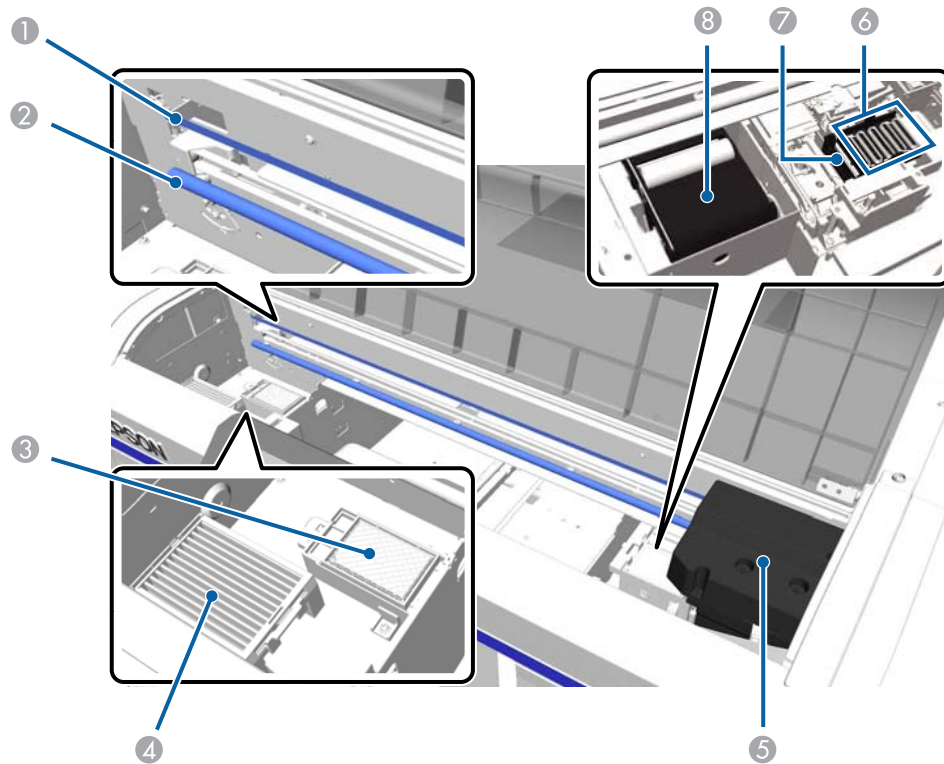
Printer Parts - Front/Top



- 1 Printer cover
- 2 Airflow vents
- 3 Ink cartridge cover (left)
- 4 Platen
- 5 Moveable base
- 6 Parallel adjustment plate
- 7 Height adjustment lever
- 8 Fixing lever
- 9 Ink cartridge cover (right)
- 10 Tool storage space
- 11 Ink cartridges
- 12 Control panel

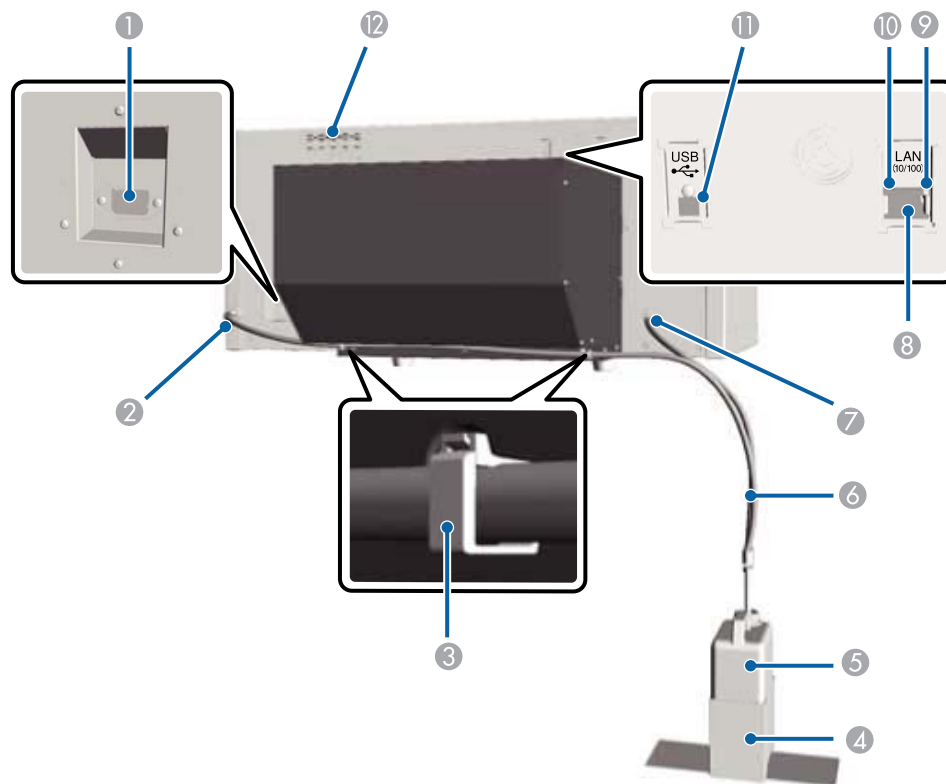
Parent topic: [Printer Part Locations](#)

Printer Parts - Inside



- 1 Encoder strip (carriage scale)
- 2 Carriage shaft
- 3 Flushing pad
- 4 Air filter
- 5 Print head
- 6 Anti-drying caps
- 7 Suction/cleaning cap
- 8 Fabric wiper unit

Printer Parts - Back



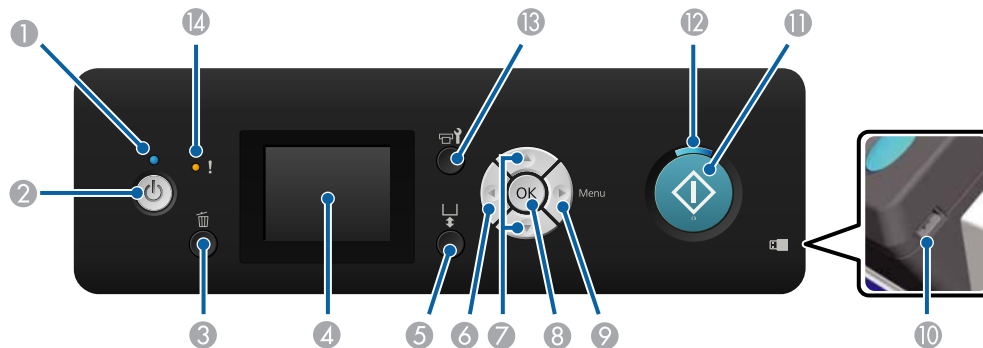
- 1 AC inlet
- 2 Waste ink outlet (left)
- 3 Tube clamp
- 4 Waste ink bottle holder
- 5 Waste ink bottle
- 6 Waste ink tube

- 7 Waste ink outlet (right)
- 8 **LAN** port
- 9 Data light
- 10 Status light
- 11 **USB** port
- 12 Air inlet

Parent topic: [Printer Part Locations](#)

Control Panel and LCD Screen

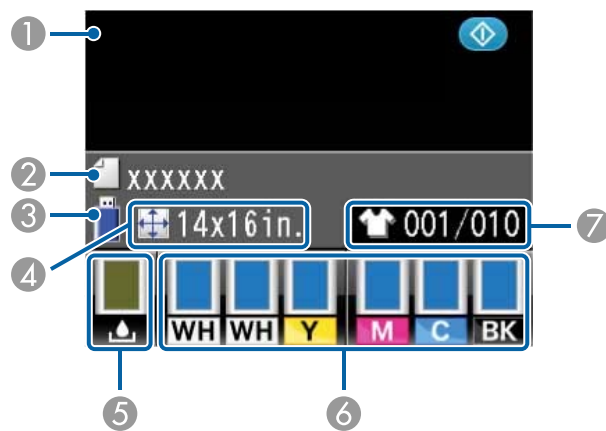
Control Panel Buttons and Lights



- 1 The power light
- 2 The power button
- 3 The cancel button
- 4 The LCD screen
- 5 The moveable base button
- 6 Left arrow button
- 7 Up/down arrow buttons
- 8 The **OK** button

- 9 The **Menu** button
- 10 USB memory device port
- 11 The ◇ start button
- 12 The ◇ start light
- 13 The 🛠️ maintenance button
- 14 The ! error light

LCD Screen



- 1 Display
- 2 Print job name
- 3 USB memory device status
- 4 Platen size
- 5 Waste ink bottle status
- 6 Ink cartridge status
- 7 Total prints (current print job)

Parent topic: [Printer Part Locations](#)

Printer Usage Guidelines

Follow the guidelines in this section as you use your printer, ink cartridges, and print media.

[Using Your Printer](#)

[Storing Your Printer](#)

[Handling Ink and Cleaning Cartridges](#)

[Handling White Ink \(White Edition\)](#)

[Handling T-shirts \(Media\)](#)

Using Your Printer

Follow these guidelines as you use your printer:

- Operate the printer only within the specified operating temperature and humidity range.
- Check to make sure you maintain the specified humidity range, especially in dry areas, air conditioned environments, or in direct sunlight.
- Do not install the printer next to heat sources or directly in the path of exhaust from a ventilator or air conditioner. Failure to observe this precaution could result in the print head nozzles drying out and clogging.
- Do not bend or pull the waste ink tubes. Otherwise ink may leak inside or outside the printer.
- Waste ink must be allowed to drain freely into the waste ink bottle. Cut waste ink tubes down to size to fit the installation space, if necessary.
- If an error occurs and the printer is turned off without first resolving the error, the print head may not be capped on the right side, which may cause the print head to dry out. In this case, turn on the power and wait a while until capping is performed automatically.
- When the printer is on, do not disconnect the power cable or cut the power at the circuit breaker. The print head may not be capped properly. In this case, turn on the power and wait a while until capping is performed automatically.
- Do not remove ink cartridges while the printer is operating. A malfunction may occur.
- The suction cap, wiper unit, flushing pad, tubes, encoder strip (carriage scale), and air filter require periodic maintenance. Replace or clean them if you see a message telling you to do so. Print quality declines if maintenance is not performed.
- Do not move the movable base or the platen manually. Otherwise a malfunction may occur.

- To keep the print head in optimum operating condition, maintenance is performed when the printer is turned on. If the printer is turned on and off frequently, more ink is consumed for each maintenance operation. To reduce ink consumption, leave the power on when using the printer.

Note: To keep the print head in the optimum operating condition, the ink and cleaning solution are also used in maintenance operations such as head cleaning in addition to printing.

Parent topic: [Printer Usage Guidelines](#)

Related references

[Environmental Specifications](#)

[Handling White Ink \(White Edition\)](#)

Related topics

[Basic Printing](#)

Storing Your Printer

Follow these guidelines if you need to store your printer for a long period:

- If the printer is not used for an extended period of time with the power off, perform the prolonged storage operation using the cleaning cartridge. If the printer is stored without performing this operation, it may be impossible to unclog the print head.
- We recommend that you print once a week if the printer is not used for a long time without performing the prolonged storage operation. If you do not print for a long time, the print head nozzles may become clogged.
- If you do not use the printer for a long time, make sure you check for clogged nozzles before printing. If clogged nozzles are detected, clean the suction/cleaning cap and then clean the print head.
- Even if the printer is not turned on, ink that has accumulated in the waste ink tubes may leak out. Make sure the waste ink bottle is installed even when the printer is not on.
- Make sure that the print head has been capped (the print head is positioned on the right side) before storing the printer. If it is left uncapped for a long time, the print quality may decline, and it may be impossible to unclog the print head. If an error occurs and the printer is turned off without first resolving the error, the print head may not be capped on the right side, which causes the print head to dry out. In this case, turn on the power and wait a while until capping is performed automatically.
- Close all the covers on the printer to prevent dust and debris from getting in. If the printer will be not be used for an extended period of time, protect it with an anti-static cloth or other cover. The print head nozzles can become clogged if fine dust gets on the print head, and you may not be able to print properly.

Parent topic: [Printer Usage Guidelines](#)

Related references

[Handling White Ink \(White Edition\)](#)

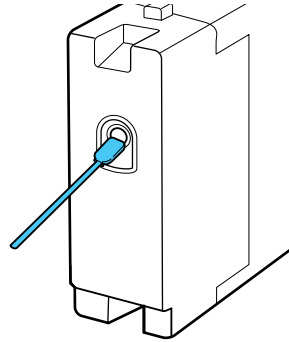
Related tasks

[Storing the Printer](#)

Handling Ink and Cleaning Cartridges

Follow these guidelines as you handle the ink and cleaning cartridges:

- When installing ink cartridges for the first time, a lot of ink is consumed during initial ink charging. Be sure to have replacement cartridges ready.
- After the ink charging process has begun, do not open covers, press buttons, or do anything else to interrupt the process. If interrupted, the ink charging process will restart and the cartridge may no longer have enough ink to complete the initial charge.
- Store ink and cleaning cartridges at room temperature, out of direct sunlight, and use them before the expiration date printed on the packaging.
- To ensure print quality, use ink and cleaning cartridges within one year of installing them.
- Allow ink cartridges and cleaning cartridges that have been stored at low temperatures for an extended period of time to return to room temperature over a period of four hours before use.
- Do not touch the IC chips on the cartridges. Doing so may prevent normal operation and printing.
- Install ink and cleaning cartridges into all the slots on the printer or the printer cannot print.
- Do not leave the printer without cartridges installed in all the slots, even when the printer is not in use. The ink in the printer may dry out, preventing it from printing as expected.
- The IC chip on each cartridge stores information, such as ink levels, to allow the cartridge to be used after being removed and re-installed.
- If you remove an ink cartridge before it is empty, wipe off any ink from the ink supply port using the cleaning stick in the maintenance kit. If ink dries on the supply port, the cartridge may leak when it is reinstalled. Also make sure that the supply port is free of dust when storing cartridges (the port does not need to be capped since there is a valve inside).



- Removed ink cartridges may have ink around the ink supply port, so be careful not to stain any surfaces with ink.
- Do not dismantle or remodel ink cartridges. You may not be able to print properly.
- Do not drop ink cartridges or subject them to impacts. It may cause ink to leak.

Note: To maintain the quality of the print head, the printer stops printing before ink cartridges are completely expended.

Note: The ink cartridges may contain recycled materials; this does not affect printer functions or performance.

Parent topic: [Printer Usage Guidelines](#)

Related references

[Handling White Ink \(White Edition\)](#)

Related tasks

[Shaking and Replacing the Ink Cartridges](#)

Handling White Ink (White Edition)

Follow these guidelines as you handle the white ink cartridges:

- Sediment may develop in the White ink system, which must be cleaned periodically. Do not print without maintaining the White ink system; print quality may decline or the printer may malfunction.
- Remove the installed cartridges at the start of every working day or every 20 hours, and shake them well before reinstalling them.

- Wash the ink tubes when a message is displayed to prevent a decline in print quality due to sedimentation in the tubes. After washing, auto cleaning is performed to prevent nozzles from clogging. White ink and color inks are used to clean all of the nozzles.
- When storing cartridges, lay them down flat. If cartridges are stored standing upright, you may not be able to clear the sedimentation by shaking them.
- If you do not use the printer for two weeks or more, replace the White ink using the cleaning cartridge. If the printer is left without replacing the White ink, it may be impossible to unclog the print head.

Note: White ink is consumed during maintenance even when printing only with color ink.

Parent topic: [Printer Usage Guidelines](#)

Related tasks

[Washing the White Ink Tubes \(White Edition\)](#)

[Shaking and Replacing the Ink Cartridges](#)

Handling T-shirts (Media)

Follow these guidelines as you handle and store printed T-shirts:

- Avoid storing T-shirts in direct sunlight, or in locations that are subject to excessive heat or humidity. If T-shirts are stored in a hot place after printing, the printed surface may soften and become sticky.
- Do not use a conventional tumble dryer to dry printed T-shirts.
- Do not dry clean printed T-shirts.
- Turn printed T-shirts inside out before washing and let them dry inside out.
- Do not use bleach. It may cause discoloration.
- Do not iron directly onto the printed surface.
- Do not use organic solvents, such as alcohol.
- Do not rub the printed surface against vinyl, chloride-based artificial leather. The colors may transfer to the leather.
- Do not rub surfaces printed with color ink against surfaces printed with White ink; the color may transfer. If this happens, use a soft cloth or brush with a small amount of household detergent to wipe away the transferred color.
- If you have applied pre-treatment solution and fixed the ink, wash the T-shirt in water before wearing it to remove any remaining traces of pre-treatment solution.

- If traces of pre-treatment solution are visible, try soaking the T-shirt in water (however, the effectiveness depends on the T-shirt material).
- If pre-treatment solution is applied to a white or light-colored T-shirt, the treated side may turn yellow. Print soon after applying the pre-treatment solution and wash in water. Avoid direct sunlight if you store the T-shirt without printing.
- For light-colored T-shirts, let the pre-treatment solution dry before heat-pressing; otherwise, staining may occur.

Parent topic: [Printer Usage Guidelines](#)

Basic Printing

Refer to these sections to learn how to perform basic print functions.

[Overview of the Printing Process](#)

[Required Equipment](#)

[Pre-treating a T-shirt](#)

[Preparing Your Printer](#)

[Creating Your T-shirt Design](#)

[Loading the T-shirt](#)

[Starting and Cancelling Printing](#)

[Post-treating a T-shirt](#)

Overview of the Printing Process

This section explains the basic workflow from preparing a T-shirt for printing to post-treatment after printing.

1. Preparing the Required Equipment

Prepare the equipment you need for printing.

2. Pre-treating the T-shirt

When printing with White ink (White Edition), apply pre-treatment solution to the T-shirt before printing. If the T-shirt is creased, use a heat press to smooth it.

3. Preparing the Printer

Turn on the printer and make sure it is functioning properly.

4. Creating Your Garment Design

Create the data you want to print and use the Garment Creator software to send it to the printer.

5. Loading the T-shirt (Media)

Load the T-shirt into the printer.

6. Printing

Check that the ◇ start light is on before you start printing.

7. Removing the T-shirt

Remove the T-shirt from the printer.

8. Post-treating the T-shirt

Fix the ink to the T-shirt.

Parent topic: [Basic Printing](#)

Related references

[Required Equipment](#)

Related tasks

[Starting a Print Job](#)

[Preparing Your Printer](#)

[Removing a Printed T-shirt](#)

[Pre-treating a T-shirt with a Roller](#)

[Pre-treating a T-shirt with a Sprayer](#)

Related topics

[Loading the T-shirt](#)

[Creating Your T-shirt Design](#)

[Post-treating a T-shirt](#)

Required Equipment

To print on a T-shirt using this printer, you need the equipment listed here, depending your print project.

Heat press (commercially available)

A heat press is required before you can print on a T-shirt. A heat press is used to remove creases from T-shirts, and to fix the pre-treatment solution and ink. Your heat press needs to be larger than your platen and able to sustain a temperature of 338 °F (170 °C) or more for 90 seconds. Check the accuracy of your heat press temperature with a probe; temperatures exceeding 356 °F may result in dull colors. For best results, use a heat press with a foam sheet or mat to allow the steam to escape.

Heat tunnel (commercially available)

A heat tunnel is used to fix the ink after printing. A heat tunnel is not necessary if you have a heat press.

Heat-resistant release sheet (commercially available)

A heat-resistant release sheet is placed over the T-shirt to prevent any pre-treatment solution or ink from sticking to the heat press. You can use silicon paper, fluoro-resin sheets, or other types of heat-resistant material. Silicon sheets tend to produce a matte effect and fluoro-resin sheets tend to produce a glossy effect.

T-shirts (commercially available)

For best results, use a T-shirt that is 100% cotton with thick and tightly-woven material, and a cotton blend ratio of 100 to 50%. Since the print quality cannot always be guaranteed for some types of fabric, perform a test print first.

Pre-treatment solution (available from Epson)

Pre-treatment solution is necessary for printing White ink (White Edition). If pre-treatment solution is not applied to the T-shirt, White ink does not image correctly or adhere to the T-shirt. Also, colors that are printed on the White ink do not develop properly. For best results, use a paint roller or sprayer to apply pre-treatment solution to the T-shirt.

Distilled water (commercially available)

Distilled or purified water is used to dilute the pre-treatment solution.

Paint roller and tray (commercially available)

A paint roller is used to apply the pre-treatment solution to the T-shirt. The tray is used to allow the pre-treatment solution to soak into the roller. Choose a paint roller made of short polyester fiber with excellent liquid absorption. The handle of the roller should be made from aluminum to prevent rusting. When using a paint roller, make sure to apply the pre-treatment solution evenly, or the whiteness may not be as bright or printed colors may appear distorted.

Sprayer (commercially available)

A sprayer is used to spray the pre-treatment solution onto the T-shirt. For best results, use a sprayer that allows you to spray a fine mist (an electric sprayer works best). Using a sprayer is quicker and easier than using a paint roller; however, more of the pre-treatment solution is used because of overspray.

Sticky tape or lint roller (commercially available)

Use sticky tape or a lint roller to remove lint from the print surface of the T-shirt. Take care not to pull fibers up from the T-shirt.

Hard roller (commercially available)

A hard roller is used to press the fibers flat on the print surface of the T-shirt. For best results, use a hard roller that is different from the one you use to apply pre-treatment solution.

Parent topic: [Basic Printing](#)

Related tasks

[Pre-treating a T-shirt with a Roller](#)

[Pre-treating a T-shirt with a Sprayer](#)

Pre-treating a T-shirt

Follow the instructions in these sections to prepare your T-shirt for printing.

[Pre-treatment Solution Safety Precautions](#)
[Preparing the Pre-treatment Solution](#)
[Diluting the Pre-treatment Solution](#)
[Pre-treatment Application Guidelines](#)
[Pre-treating a T-shirt with a Roller](#)
[Pre-treating a T-shirt with a Sprayer](#)
[Fixing the Pre-treatment Solution \(Heat Press\)](#)

Parent topic: [Basic Printing](#)

Pre-treatment Solution Safety Precautions

If you are printing with White ink (White Edition), pre-treatment solution must be applied to the T-shirt. Observe these precautions when applying the pre-treatment solution:

- Always wear protective eye wear and gloves when applying the pre-treatment solution and make sure the area is well-ventilated. If pre-treatment solution comes in contact with your skin or enters your eyes or mouth, immediately take the following actions:
 - If you get pre-treatment solution on your skin, immediately wash it off using soap and water. Consult a physician if your skin is irritated or discolored.
 - If pre-treatment solution gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.
 - If pre-treatment solution gets in your mouth, consult a physician immediately. If swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, solution may get caught in the trachea which can be dangerous.
- Store the pre-treatment solution out of the reach of children.
- After working with the pre-treatment solution, wash your hands thoroughly.
- Prepare only the amount of pre-treatment solution required for the current print job, or it may harden.
- Do not store the pre-treatment solution in high or freezing temperatures.
- Store the pre-treatment solution at room temperature and away from direct sunlight.
- If pre-treatment solution gets stuck to the print head, it could cause the printer to malfunction and print quality to decline. Make sure that pre-treatment solution does not accidentally stick to the inside of the printer during maintenance and other operations.
- Do not put waste pre-treatment solution in the waste ink bottle as it will solidify if mixed with waste ink.

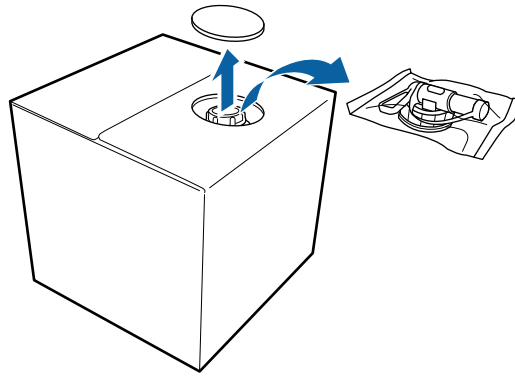
Caution: Pre-treatment solution is classified as industrial waste and must be disposed of by an industrial waste disposal company according to local laws and regulations. When handing over the pre-treatment solution to an industrial waste disposal company, make sure you include these safety precautions.

Parent topic: [Pre-treating a T-shirt](#)

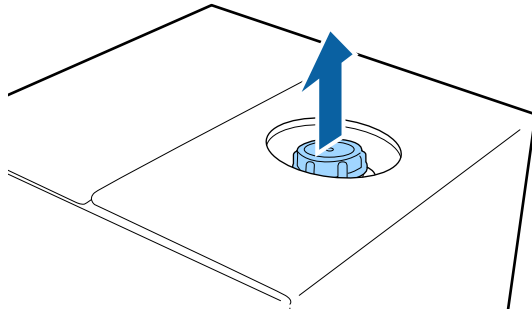
Preparing the Pre-treatment Solution

Prepare the pre-treatment solution for application to the T-shirts.

1. To attach the tap, cut the cardboard along the perforations and remove the tap from inside the cardboard box.

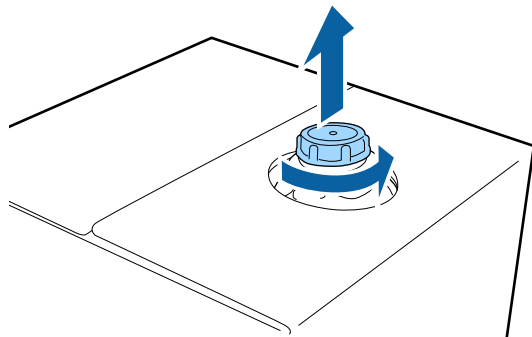


2. Pull the cap section out of the hole in the cardboard.

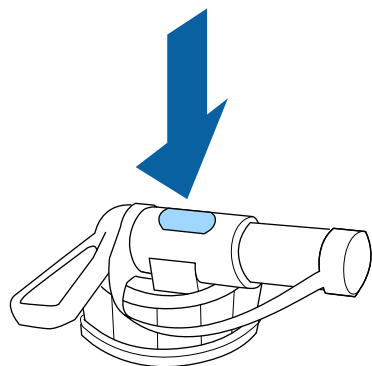


Note: Make sure you pull the cap section out of the hole in the cardboard. If the cap is opened without being pulled out, the pre-treatment solution may spill out.

3. Remove the cap.

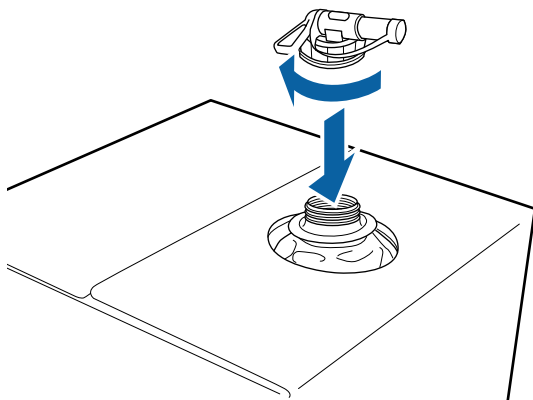


4. Remove the tap from the bag and turn the tap's handle section until the hole is visible as shown.

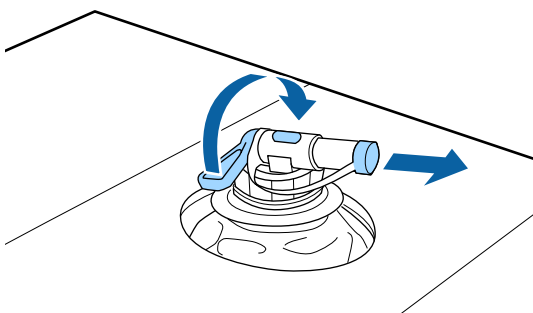


Note: If you cannot see the hole or if the tap is damaged, contact Epson.

5. Attach the tap.



6. Remove the cap from the tap and turn the lever until the hole is facing down.



7. To pour the solution, tip the cardboard or the container and pour the pre-treatment solution into the desired container.
8. When you have finished pouring the solution, put the cap back on the tap.
9. Store the cardboard box with the tap side facing up.

Parent topic: [Pre-treating a T-shirt](#)

Diluting the Pre-treatment Solution

Before applying the pre-treatment solution to a T-shirt, make sure you dilute it correctly with distilled or purified water as described here.

Caution: If you do not dilute the pre-treatment solution, it leaves noticeable traces on the T-shirt or the printed surface cracks after washing. If the pre-treatment solution is too weak, White ink does not adhere to the fabric and the desired whiteness cannot be achieved.

When fixing ink with a heat press

Printed area size	Dilution ratio
Letter/A4 and smaller	start with 1:1 (pre-treatment solution:water) and test increasing water up to 1:2)
Larger than letter/A4	start with 1:1 (pre-treatment solution:water) and test increasing water up to 1:3)

Note: Use pre-treatment solution that is diluted more than 2 times if uneven colors occur after fixing the ink (such as layering color ink over White ink), or when pre-treatment solution leaves a trace.

When fixing ink with a heat tunnel

Printed area size	Dilution ratio
Any size	start with 1:2 (pre-treatment solution:water) and test increasing water up to 1:3)

Note: Use pre-treatment solution that is diluted more than 3 times if uneven colors occur after fixing the ink.

Parent topic: [Pre-treating a T-shirt](#)

Related references

[Fixing the Pre-treatment Solution \(Heat Press\)](#)

Pre-treatment Application Guidelines

Before applying pre-treatment solution to the entire T-shirt, make sure to test it on a non-visible area first.

Apply the diluted pre-treatment solution to the T-shirt with a roller or spray method according to these guidelines.

When fixing ink with a heat press

Printed area size	Amount of diluted solution to apply
Letter/A4 and smaller	Apply 0.0054 to 0.0073 ounce/sq. inch (0.16 to 0.21 g/sq. inch) per letter/A4 area
Larger than letter/A4	Apply 0.0054 ounce/sq. inch (0.16 g/sq. inch) per letter/A4 area

When fixing ink with a heat tunnel

Printed area size	Amount of diluted solution to apply
All sizes	Apply 0.0054 ounce/sq. inch (0.16 g/sq. inch) per letter/A4 area

Note: If fixing the ink with a heat tunnel, you need to use a heat press to fix the pre-treatment solution.

Parent topic: [Pre-treating a T-shirt](#)

Related references

[Fixing the Pre-treatment Solution \(Heat Press\)](#)

Related tasks

[Pre-treating a T-shirt with a Roller](#)

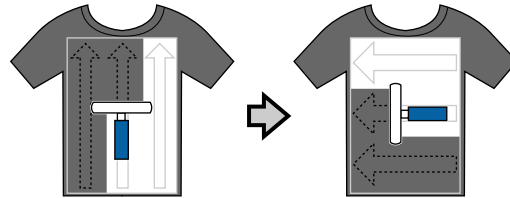
[Pre-treating a T-shirt with a Sprayer](#)

Pre-treating a T-shirt with a Roller

To prevent colored T-shirt fibers on the roller from sticking to other T-shirts, use a different roller for each color.

1. Fill the tray with diluted pre-treatment solution and dip the roller in it.
2. Spread out the T-shirt on a flat surface.
3. Squeeze the pre-treatment solution out of the roller by pressing it against the edge of the tray.

4. Apply the solution evenly in both directions as shown to an area larger than the target print area. It's important to finish in the shoulder-to-shoulder direction; this aligns the fabric fibers to the direction of the print head movement.



5. Fix the pre-treatment solution with a heat press, if necessary.

Note: The T-shirt fibers must be pressed flat to produce even whiteness. Even if you use a heat tunnel to fix the ink, use a heat press to fix the pre-treatment solution before printing.

Parent topic: [Pre-treating a T-shirt](#)

Related references

[Fixing the Pre-treatment Solution \(Heat Press\)](#)

Related tasks

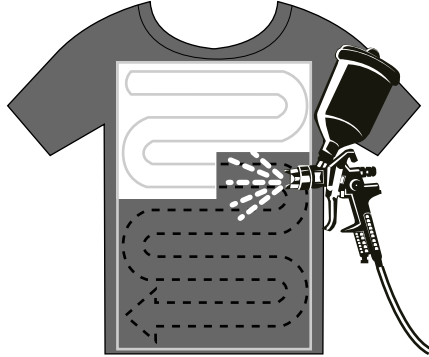
[Diluting the Pre-treatment Solution](#)

Pre-treating a T-shirt with a Sprayer

Caution: Applying the pre-treatment solution with a sprayer creates a mist. Wear a mask, protective eye-wear, and gloves, and make sure your work area is well-ventilated.

1. Pour the diluted pre-treatment solution into the sprayer.
2. Place the T-shirt on a flat surface.

3. Spray the pre-treatment solution evenly over an area larger than the target print area.



Note: Run a roller over the area after spraying for an even application of the pre-treatment solution.

4. Fix the pre-treatment solution with a heat press, if necessary.

Note: The T-shirt fibers must be pressed flat to produce even whiteness. If you use a heat tunnel to fix the ink, use a heat press to fix the pre-treatment solution.

Parent topic: [Pre-treating a T-shirt](#)

Related references

[Fixing the Pre-treatment Solution \(Heat Press\)](#)

Related tasks

[Diluting the Pre-treatment Solution](#)

Fixing the Pre-treatment Solution (Heat Press)

If you are using a heat tunnel to fix the ink, you must use a heat press before printing to remove creases from the T-shirt and to fix the pre-treatment solution. Always place a heat-resistant release sheet, such as silicon paper, between the T-shirt and the heat press.

Note: Do not wet the T-shirt or leave it in a humid location for a long time after fixing the pre-treatment solution, or White ink may absorb into the wet sections and cause unevenness in color. If the T-shirt is left for an extended period of time in a humid location, press it for 5 to 10 seconds just before printing.

The fixing conditions vary depending on the amount of pre-treatment solution used. The following guidelines are approximate.

Note: If the pre-treatment solution is not completely dry after the suggested amount of time, extend the duration while carefully checking if the pre-treatment solution is dry. If traces of the pre-treatment solution are still visible, try using water to wash them off.

Application area size	Temperature	Time	Pressure
Letter/A4 and smaller	338 °F (170 °C)	45 seconds	6 Psi
Larger than letter/A4		45–90 seconds	

Note: Optimum conditions may vary depending on the type of heat press used; make sure to test in advance to determine the correct conditions for your heat press.

Parent topic: [Pre-treating a T-shirt](#)

Preparing Your Printer

Before transmitting print data from the Garment Creator software, check the printer's status and make sure that the print head nozzles are not clogged.

1. Turn on the printer.



2. Remove the White ink cartridge, shake it, then replace it.
3. Print a nozzle check pattern to check for clogged nozzles.

Parent topic: [Basic Printing](#)

Related tasks

[Performing a Nozzle Check](#)

[Shaking and Replacing the Ink Cartridges](#)

Creating Your T-shirt Design

After creating the data, use the Garment Creator software to transmit it to the printer.

Visit your product's support website at epson.com/support/f2000 (U.S.) or epson.ca/support/f2000 (Canada) to download the Garment Creator software and utilities

Follow the guidelines in these sections when creating your T-shirt design.

[Data Creation and Transmission Guidelines](#)

[Printable Area](#)

Parent topic: [Basic Printing](#)

Data Creation and Transmission Guidelines

- For best results, select sRGB colors when creating data to be printed on a T-shirt. sRGB colors are closer to the actual print results.
- You can print in these formats from Garment Creator: TIFF, JPEG, PNG, BMP.
- You can transmit data only when the printer is not printing.
- While the printer is receiving data, only these operations are possible:
 - Turning off the power
 - Moving the platen
 - Cancelling a print job

Note: When a USB memory device is connected to the printer, printing starts after saving the data to the USB memory device. This saves you having to send data again when printing the data repeatedly. If you continue to send data while a USB memory device is connected to the printer, the previous data is overwritten.

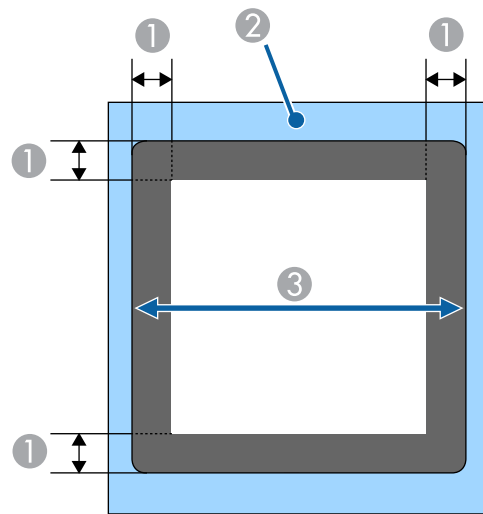
Parent topic: [Creating Your T-shirt Design](#)

Printable Area

Platen size	Printable area
Large	16 × 20 inch (406 × 508 mm)
Medium	14 × 16 inch (356 × 406 mm)
Small	10 × 12 inch (254 × 305 mm)
Sleeve	4 × 4 inch (102 × 102 mm)

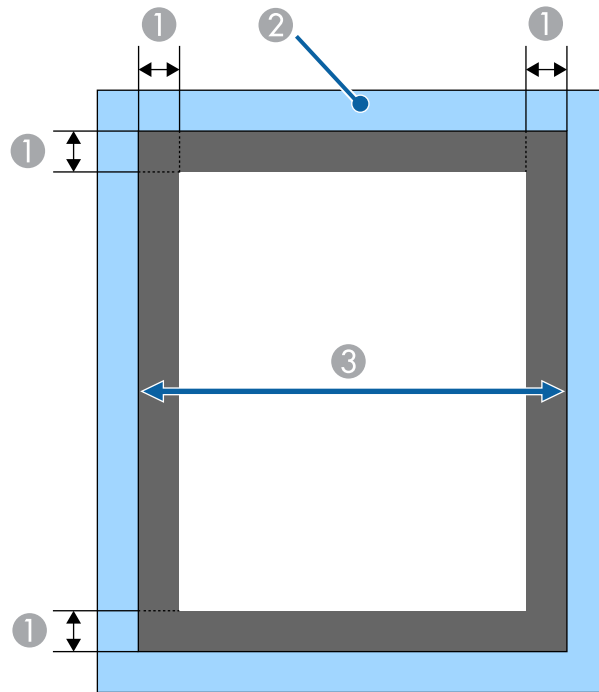
Inside the platen frame, you cannot print on the areas shown in gray.

Sleeve platen



- 1 0.47 inch (12 mm)
- 2 Platen frame
- 3 Top section

Other platen sizes



1 0.24 inches (6 mm)

2 Platen frame

3 Top section

Parent topic: [Creating Your T-shirt Design](#)

Loading the T-shirt

Refer to these sections to load your T-shirt into the printer.

[Replacing the Platen](#)

[Loading a T-shirt on the Platen](#)

[Adjusting the Height of the Platen](#)

[Adjusting the Angle of the Platen](#)

Parent topic: [Basic Printing](#)

Replacing the Platen

You may need to replace the platen, depending on the size of the T-shirt.

Note: There are four platen sizes: small, medium, large, and sleeve. The medium size platen (standard) is supplied with the printer.

1. If the platen is not in the forward position, press the  moveable base button to move the platen forward.
2. Hold the left and right sides of the platen and lift it up.



3. Align the replacement platen to fit into the holes in the moveable base and place the platen on the printer.



For best results, always align the print head after replacing the platen with a different size.

Parent topic: [Loading the T-shirt](#)

Related concepts

[Print Head Alignment](#)

Loading a T-shirt on the Platen

Before printing, carefully load a T-shirt on the platen.

Note: For information about loading a sleeve platen, see the manual supplied with the sleeve platen.

1. If the platen is not in the forward position, press the  moveable base button to move the platen forward.

2. Remove the platen frame.



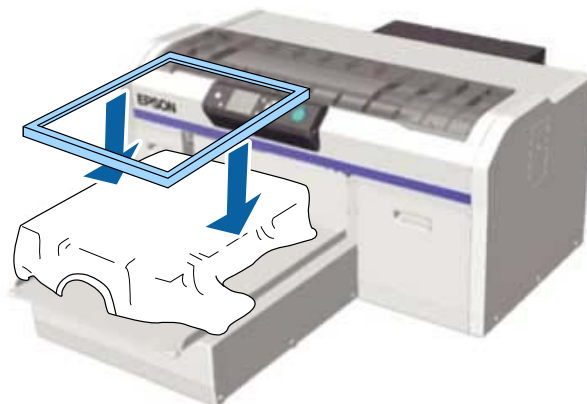
3. Load the T-shirt so that the shoulders are facing the front of the printer.



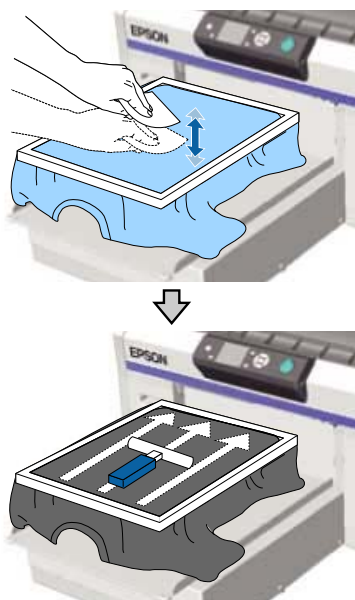
4. Smooth out the print surface so that it is flat.



5. Replace the platen frame.



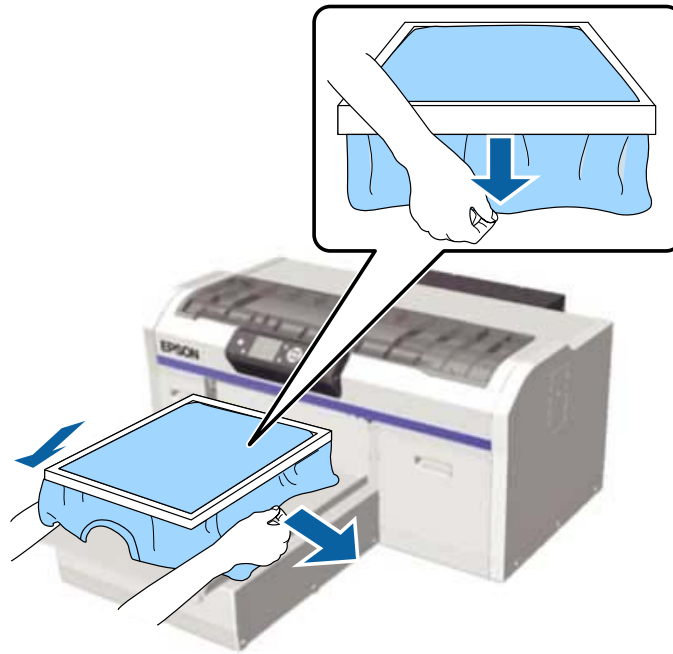
Note: There may be lint on the T-shirt if you have not applied pre-treatment solution. If not removed, lint and fibers may stick to the print head and stain other areas of the print. Remove any lint using sticky tape or a lint roller, and press the fibers flat using a hard roller.



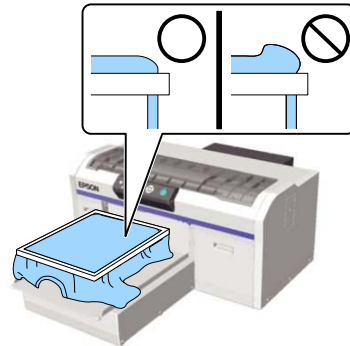
6. Smooth out any creases.



7. Gently pull the edges of the T-shirt outside of the frame to remove any slack.



Note: The printer detects the highest part of the print surface and adjusts the height accordingly. If there are any creases or slack near the inside edge of the frame, print quality may decline. However, do not stretch the T-shirt so much that the printed image will be distorted.



8. Tuck the T-shirt in around the frame so that it does not drape over the movable base.



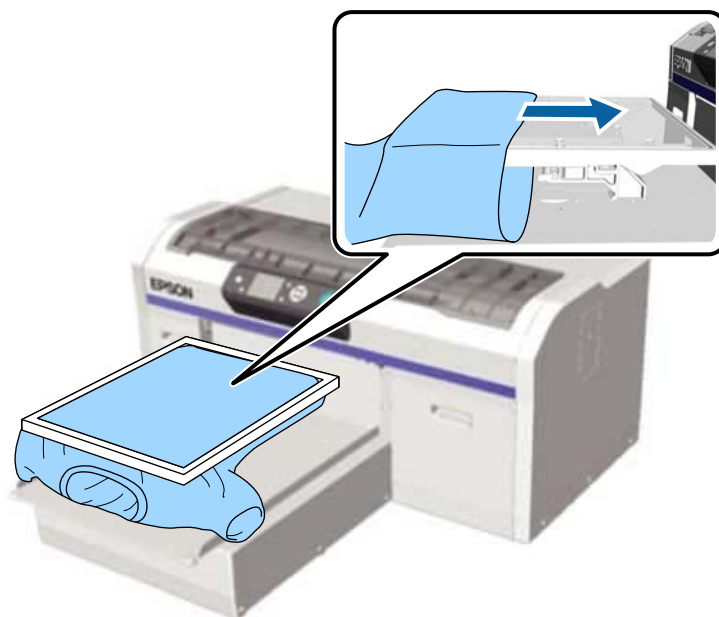
9. Press down on the platen frame so that it does not become loose.

[Repositioning the T-shirt](#)

Parent topic: [Loading the T-shirt](#)

Repositioning the T-shirt

Under certain printing conditions or with some T-shirt materials, the print surface may swell with absorbed ink if the pre-treatment liquid is not completely dry on the T-shirt. This results in the height sensor being triggered in the middle of printing. If this happens, try placing the T-shirt over the platen as shown.



If the sensor is still triggered, try the following:

1. Remove the frame and smooth out the creases and slack.
2. Reduce the width of the White ink in the printer's Garment Creator software or the RIP software so that the white under-base print does not extend outside the image.

Note: Be careful not to touch the T-shirt while printing as it can easily move out of position.

Parent topic: [Loading a T-shirt on the Platen](#)

Adjusting the Height of the Platen

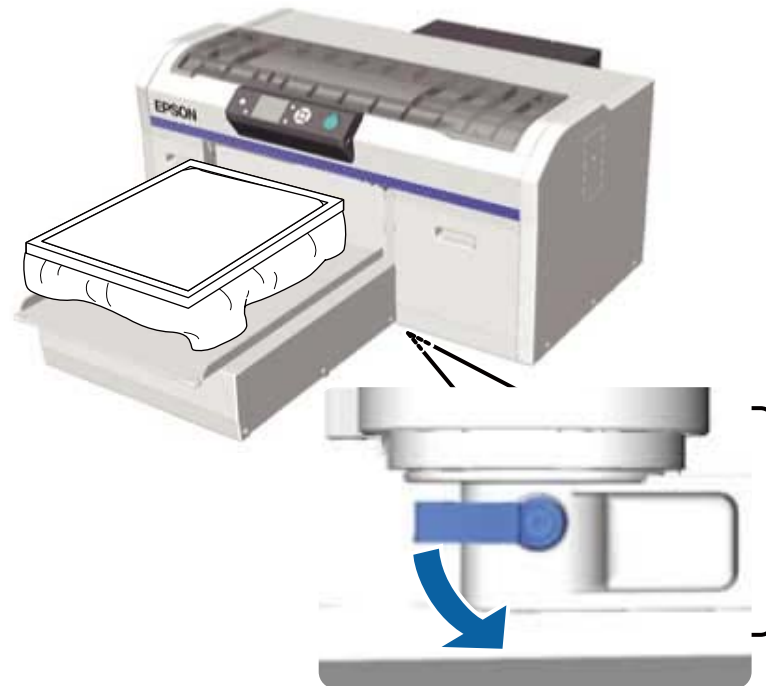
If the print surface is too far from the print head, print quality declines and ink may mist on the inside of the printer. To prevent this, adjust the platen to its optimum height.

The optimum height of the platen is one step lower than the position displayed as the **Platen Height Error** on the control panel. For example, when **Platen Height Error** is displayed as follows, position number 2 is the optimum height:

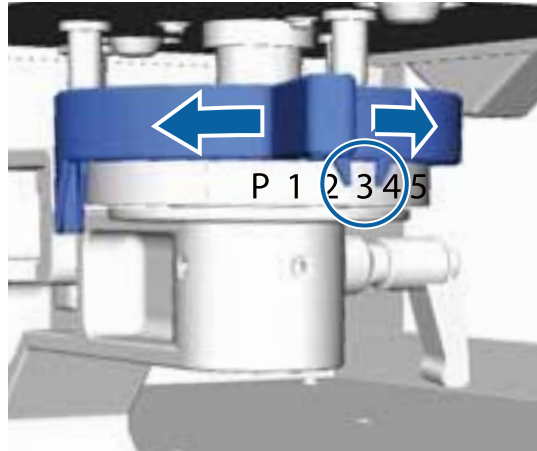
Position number	Platen height error
P	Displayed
1	Displayed
2	Not displayed (optimum height)
3	Not displayed

Caution: Incorrect platen height settings cause excessive ink mist buildup inside the printer. If you notice ink mist accumulating quickly, adjust your platen height settings.

1. If the platen is not in the forward position, press the  moveable base button to move the platen forward.
2. Loosen the fixing lever beneath the platen.



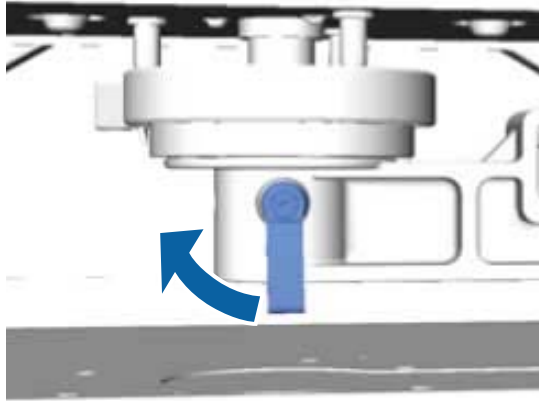
3. Move the height adjustment lever to adjust the height of the platen to one of these starting positions:
 - Standard T-shirt: 2
 - Thick material (such as a sweatshirt): up to 8



Note: If you remove the round part of the base to print on thick fabrics, the height adjustment position numbers are no longer visible.

4. To select a different adjustment height, move the height adjustment lever to the desired position.

5. Tighten the fixing lever and secure the height adjustment lever. You can also adjust the angle of the fixing lever, if necessary.



Note: Print quality may decline if you do not tighten the fixing lever.

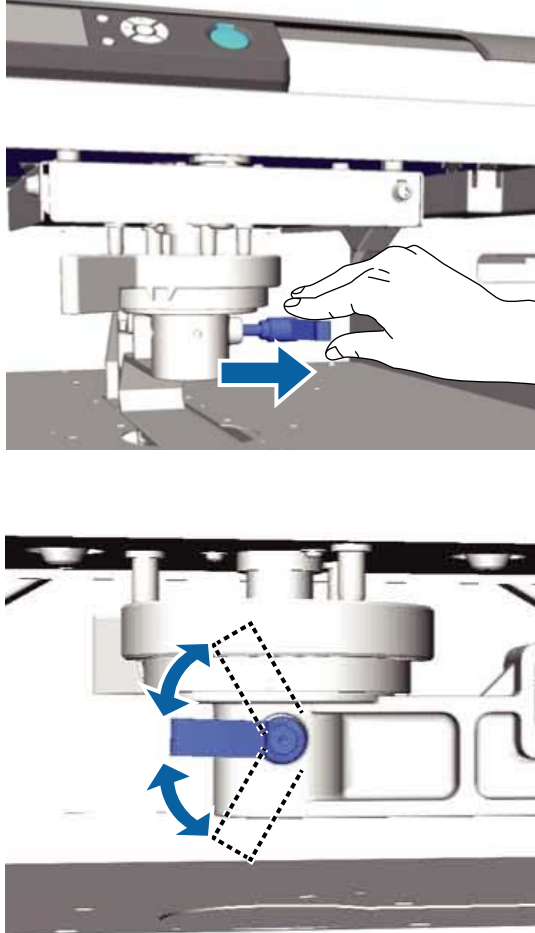
6. Press the  moveable base button to move the platen into the printer.
7. Check to see if **Platen Height Error** is displayed on the LCD screen and do one of the following:
 - If it is not displayed, repeat steps 1 through 6 and move the height adjustment lever one step to the left to raise the platen. Continue to raise the platen until the error is displayed.
 - If it is displayed on the LCD screen, repeat steps 1 through 6 and move the height adjustment lever one step to the right to lower the platen.

Parent topic: [Loading the T-shirt](#)

Adjusting the Angle of the Platen

You can adjust the fixing lever of the platen to any angle that is easy to use.

1. Pull the fixing lever to the right and adjust it to the preferred position.



2. When you reach the desired position, release the lever.

Parent topic: [Loading the T-shirt](#)

Starting and Cancelling Printing

Refer to these sections to start or cancel your print job.

[Starting a Print Job](#)

[Cancelling a Print Job](#)

Parent topic: [Basic Printing](#)

Starting a Print Job

When the printer has finished receiving data, the  start light turns on and you can start the print job.

1. Check that the T-shirt is loaded correctly.
2. Make sure the  start light is on.
3. Press the  start button.

Note: If you press the  maintenance button while the  start light is on, you can select **Nozzle Check** or **Cleaning** without cancelling the print job. If you select **Nozzle Check** from the menu, the check pattern is printed at the platen size displayed on the LCD screen.

Parent topic: [Starting and Cancelling Printing](#)

Related topics

[Loading the T-shirt](#)

Cancelling a Print Job

You can cancel a print job or cancel data that is being received by the printer using the printer's control panel.

Note: You cannot cancel printing from the Garment Creator software once the computer has finished sending data to the printer. See the Garment Creator online help for more details.

1. Press the  cancel button on the printer's control panel.
2. Press the up or down buttons to highlight **Yes**, and press the **OK** button.

Printing stops immediately and data is deleted.

Note: If you are transmitting data from a USB memory device or printing from the **USB File List** menu on the control panel, you can print the same data continuously after the specified number of copies have been printed. To print different data, press the  cancel button to cancel the data received by the printer.

Parent topic: [Starting and Cancelling Printing](#)

Post-treating a T-shirt

Follow the instructions in these sections to remove your T-shirt from the printer and fix the ink.

[Removing a Printed T-shirt](#)

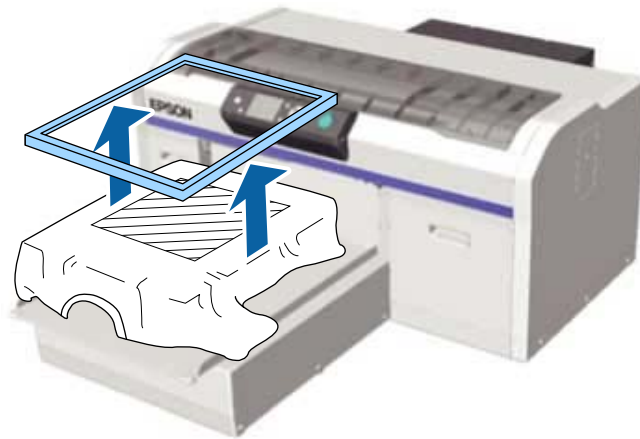
[Fixing the Ink](#)

Parent topic: [Basic Printing](#)

Removing a Printed T-shirt

After you print an image on a T-shirt, remove it from the platen frame. Because the ink has not yet been fixed to the T-shirt, do not touch the printed surface when you handle the T-shirt.

1. Remove the platen frame.



2. Hold the T-shirt by the shoulders and carefully remove it from the platen; the ink is still wet and can be easily smudged.



3. Use a heat press or a heat tunnel to set the ink on the T-shirt.

Parent topic: [Post-treating a T-shirt](#)

Related topics

[Fixing the Ink](#)

Fixing the Ink

After printing on a T-shirt, you must fix the ink using a heat press or a heat tunnel. If the ink is not sufficiently fixed, colors may come out in the wash or when rubbed.

Note: If you have applied pre-treatment solution, make sure to wash the T-shirt before wearing it.

Fixing conditions differ between the heat press and the heat tunnel. As the optimum conditions vary depending on the type of heat press or heat tunnel used and the amount of ink, use the values in these sections only as a guide.

[Fixing Conditions \(Heat Press\)](#)

[Fixing Conditions \(Heat Tunnel\)](#)

Parent topic: [Post-treating a T-shirt](#)

Fixing Conditions (Heat Press)

The conditions under which you must fix the ink with a heat press differ between White ink and color ink. Make sure that you meet these conditions for fixing the ink.

Fixing color ink

If you are printing with only color ink, the size of the printed area does not matter.

Temperature	Time	Pressure
338 °F (170 °C)	45 seconds	6 Psi

Fixing White ink

If the ink is not completely dry after 45 seconds, extend the duration while carefully checking if the pre-treatment solution is dry.

Printed area size	Temperature	Time	Pressure
Letter/A4 and smaller	338 °F (170 °C)	45 seconds	6 Psi
Larger than letter/A4		45 to 90 seconds	

Note: Optimum conditions vary depending on the type of heat press. Be sure to test the result in advance in order to find the right pressure.

Parent topic: [Fixing the Ink](#)

Fixing Conditions (Heat Tunnel)

Optimum conditions vary depending on the heat tunnel. Test and check the results in advance to determine the correct temperature and duration.

Note: The temperature in the tables here refer to the temperature of the fixing surface of the T-shirt, not the internal temperature of the heat tunnel. If the surface of the T-shirt exceeds 356 °F (180 °C), the T-shirt and the print surface may change color.

Fixing color ink

Type of heat tunnel	Temperature	Time
Batch	320 °F (160 °C)	3.5 to 5 minutes
Conveyer		3.5 to 4.5 minutes

Fixing White ink

Type of heat tunnel	Temperature	Time
Batch	320 °F (160 °C)	5 minutes
Conveyer		4.5 minutes

Parent topic: [Fixing the Ink](#)

Printing from a USB Memory Device

You can save print data from Garment Creator on a USB memory device and then connect the device to the printer for printing.

Note: Data on the USB memory device is saved as filename **Epson_repeat_print.prn**. You can save print jobs from the Garment Creator software to any location on the computer or the USB memory device. See the Garment Creator online help for more details on saving data.

[USB Memory Device Requirements](#)

[Connecting and Printing from a USB Memory Device](#)

USB Memory Device Requirements

Make sure your USB memory device meets these requirements.

Note: Connections that use an extension cable, a USB hub, or a card reader cannot be guaranteed.

- FAT device compatible with Windows
- Format type: FAT 32
- No security functions such as encryption or passwords
- Memory capacity: Up to 128GB
- Partitions: 1

Requirements for data

- Data name: Up to 255 single-byte characters
- Data size: Up to 4GB
- Number of data items: Up to 256 (.prn files only)

Note: Save the data in the root folder on the USB memory device and use only the .prn file extension. If the data is saved in a sub-folder or named incorrectly, it is not displayed even if the USB memory device is connected to the printer.

Parent topic: [Printing from a USB Memory Device](#)

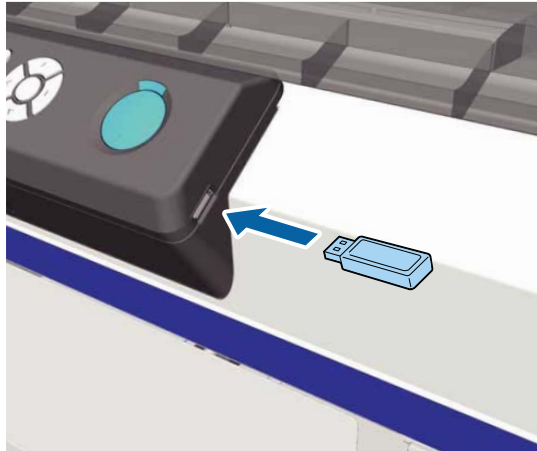
Connecting and Printing from a USB Memory Device

You can print from a USB memory device connected to your printer.

1. Make sure the  power light is not flashing.

Note: Do not connect or disconnect a USB memory device when the  power light is flashing.

2. Connect the USB memory device containing the saved data to the USB memory port on the control panel.



3. Press the right arrow button on the control panel to display the menu screen.
4. Confirm that **USB File List** is highlighted and press the right arrow button.
5. Confirm that **Select Print File** is highlighted and press the right arrow button.
6. Press the up or down arrow buttons to highlight the data you want to print, and press **OK**.
7. Press the up or down arrow buttons to set the number of copies, and press **OK**.
8. Load the T-shirt on the platen and press the  start button.

Note: If you press the  maintenance button while the  start light is on, you can select **Nozzle Check** or **Cleaning** without canceling the print job. If you select **Nozzle Check** from the menu, the check pattern is printed at the platen size displayed on the control panel screen. If you highlight

Reset Print Count, you can clear the counter for the number of copies displayed on the control panel.

9. To print different data, click  cancel to cancel printing the current data.

Note: To delete data from a USB memory device, select **Delete Print File** in step 5 above, and press the up or down buttons to select the data you want to delete. Follow the instructions on the LCD screen to continue.

Parent topic: [Printing from a USB Memory Device](#)

Related tasks

[Cancelling a Print Job](#)

Related topics

[Loading the T-shirt](#)

Printing on Thick Material

Before printing on thick material such as sweatshirts, you may need to lower the height of the printing surface. Lower the height by an additional 0.4 inch (10 mm) by removing the round platen height indicator attached beneath the height adjustment lever before loading the thick material.

Note: Also remove the round platen height indicator when using a sleeve platen.

[Removing the Round Platen Height Indicator](#)

[Installing the Round Platen Height Indicator](#)

Removing the Round Platen Height Indicator

Lower the height of the printing surface by removing the round platen height indicator attached beneath the height adjustment lever.

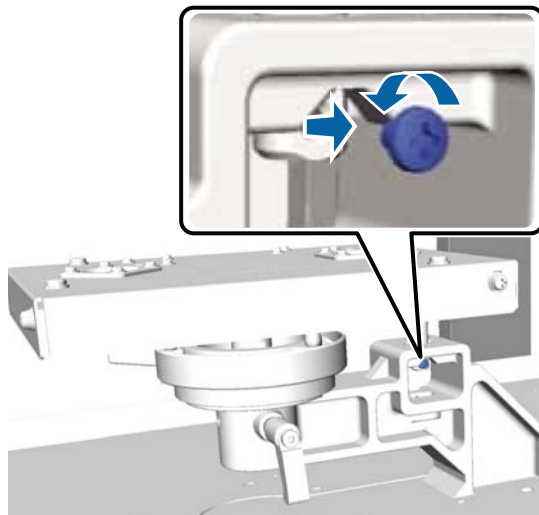
1. If the platen is not in the forward position, press the  moveable base button to move the platen forward.
2. Turn off the printer.
3. Hold the left and right sides of the platen and lift it off of the printer.



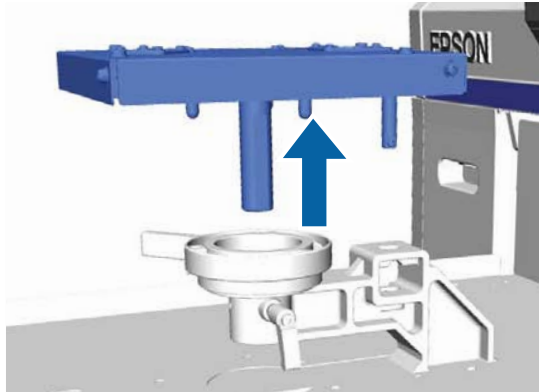
4. Loosen the fixing lever.



5. Remove the screw that secures the parallel adjustment plate. Keep the removed screw in a safe place.

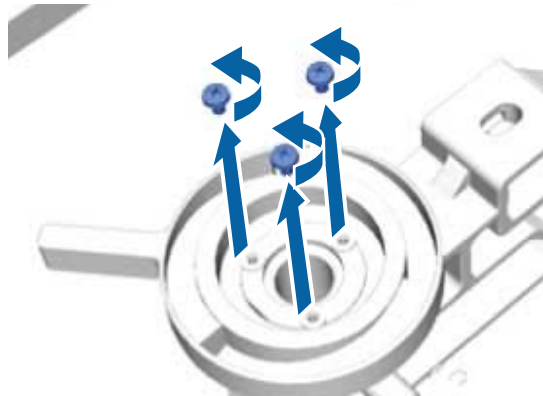


6. Remove the parallel adjustment plate.

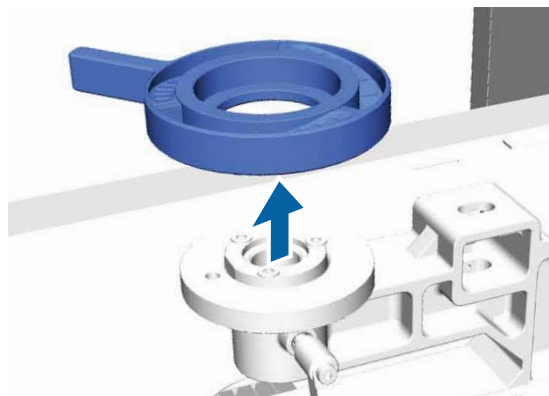


Note: Be careful not to drop the parallel adjustment plate; it is a precision component.

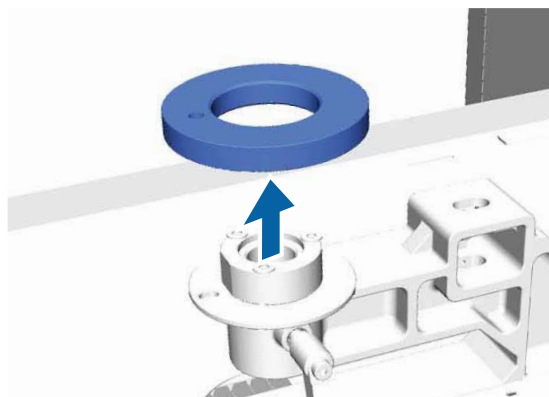
7. Remove the three screws inside the height adjustment lever. Keep the removed screws in a safe place.



8. Remove the height adjustment lever.

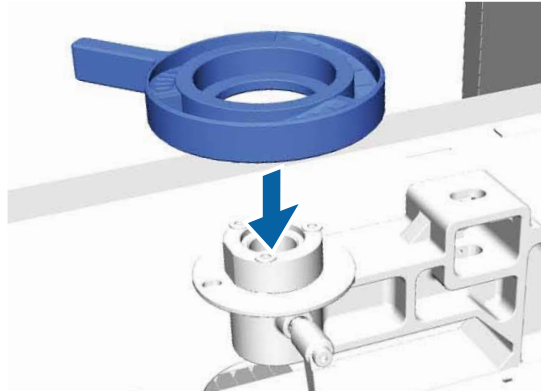


9. Remove the round platen height indicator attached beneath the height adjustment lever.

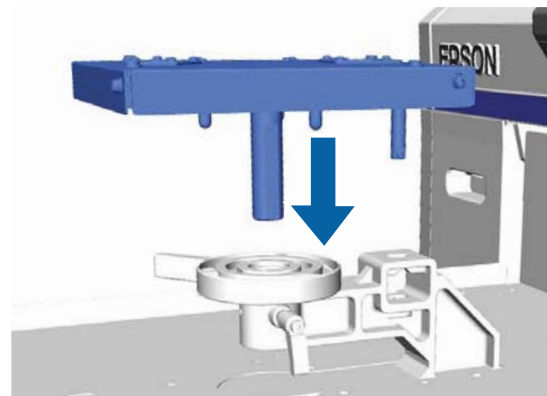


Note: After removing the round platen height indicator, the current height position is not displayed. When loading media, follow the height adjustment procedure to adjust the height.

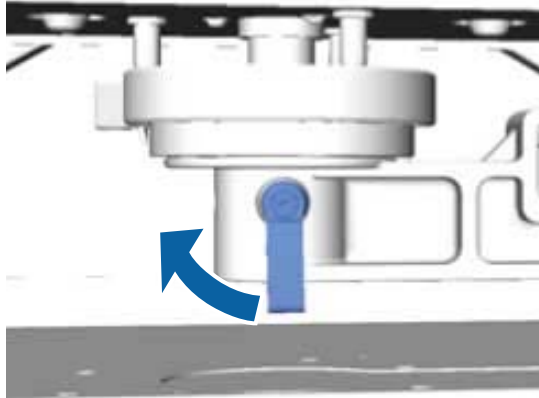
10. Attach the height adjustment lever. Do not attach the screws you removed in step 7.



11. Attach the parallel adjustment plate. Do not attach the screw removed in step 5.



12. Tighten the fixing lever and secure the height adjustment lever.



13. Align the platen to fit into the holes in the moveable base and place the platen on the printer.

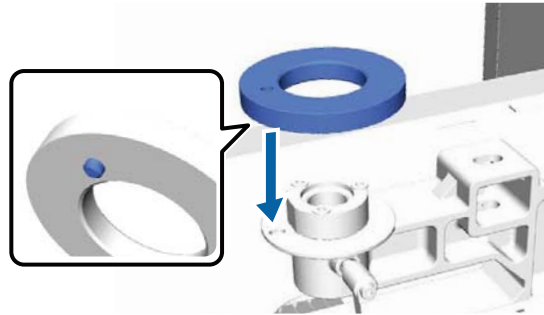


Parent topic: [Printing on Thick Material](#)

Installing the Round Platen Height Indicator

To install the round platen height indicator, follow the steps for removing it in reverse order, making sure to secure it with the screws that you removed.

When attaching the indicator, align the protrusion on the round section with the hole as shown. If you install it in an incorrect direction, the height adjustment lever does not move.



Parent topic: [Printing on Thick Material](#)

Related tasks

[Removing the Round Platen Height Indicator](#)

Maintenance

See the instructions in these sections to maintain your printer for optimum results.

[Maintenance Guidelines](#)

[Maintenance Safety Instructions](#)

[Print Head Maintenance](#)

[Print Head Alignment](#)

[Using the Ink Cleaning Solution](#)

[Disposing of Used Consumables and Optional Parts](#)

[Cleaning the Suction Cap](#)

[Replacing the Head Cleaning Set](#)

[Washing the White Ink Tubes \(White Edition\)](#)

[Shaking and Replacing the Ink Cartridges](#)

[Cleaning the Encoder Strip \(Carriage Scale\) and Replacing the Air Filter](#)

[Storing the Printer](#)

[Cleaning the Printer](#)

Maintenance Guidelines

To maintain optimum print quality, you need to periodically perform various maintenance tasks, and clean and replace parts.

Before cleaning the suction cap, replacing the head cleaning set, disposing of waste ink, cleaning the encoder strip (carriage scale), or replacing the air filter, have the following equipment handy:

- Protective eye wear (commercially available)
- Maintenance kit (one kit supplied)
- Metal or plastic tray (commercially available) for holding used cleaning items
- Replacement air filter

Parent topic: [Maintenance](#)

Related references

[Optional Equipment and Replacement Parts](#)

Maintenance Safety Instructions

When performing any printer maintenance procedures, follow these safety instructions:

- Remove any loaded T-shirt from the printer.
- Touch a metal object before starting operations to disperse any static electricity.
- Do not touch the carriage shaft inside the printer. This may cause an operational error or a malfunction.
- To prevent the print head from drying out, finish cleaning the suction cap and replacing the head cleaning set within 10 minutes. After 10 minutes, the printer displays a message.
- Do not touch any parts or circuit boards other than the parts you are maintaining. This may cause a malfunction or decline in print quality.
- Always use new cleaning sticks to avoid getting the printer parts dirty.
- Do not touch the tip of the cleaning stick with your hand. Oils on your hand may compromise cleaning ability.
- Do not use water or organic solvents such as alcohol on the suction cap or the wiper unit. If ink is mixed with water or alcohol, it may solidify.
- Do not wipe the suction cap or the anti-drying caps with organic solvents such as alcohol. Otherwise a print head malfunction may occur.

Parent topic: [Maintenance](#)

Related tasks

[Removing a Printed T-shirt](#)

[Cleaning the Suction Cap](#)

[Replacing the Head Cleaning Set](#)

Print Head Maintenance

You need to maintain the print head if lines or other discrepancies appear in the printed image, or if you notice the print quality has declined. Print head maintenance keeps the print head in optimum condition to ensure the best print quality.

Perform the following maintenance as necessary:

- **Nozzle Check:** Check for clogged nozzles before large print jobs or if you have not used the printer for an extended period of time. Inspect the printed check pattern and clean the print head if you notice faint or missing areas.

- **Head Cleaning:** Clean the print head if you notice faint printing or gaps in the printed result. This cleans the surface of the print head to improve the print quality.

[Performing a Nozzle Check](#)

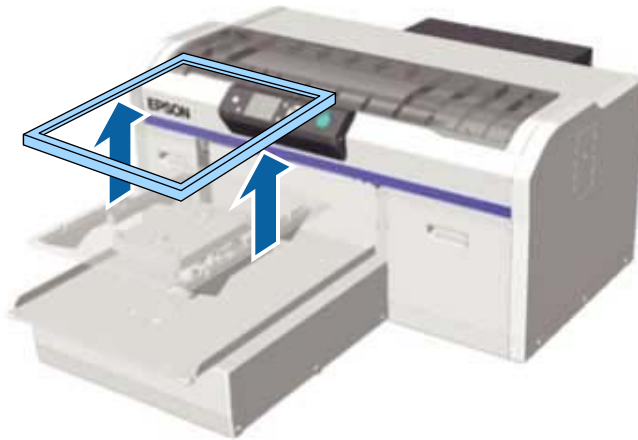
[Cleaning the Print Head](#)

Parent topic: [Maintenance](#)

Performing a Nozzle Check

To maintain optimum print quality, perform a nozzle check before printing.

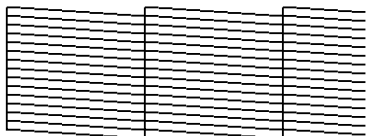
1. If the platen is not in the forward position, press the  moveable base button to move it forward.
2. Make sure that the M size (standard) platen is installed. The nozzle check pattern may not print correctly on the optional platens.
3. Remove the platen frame.



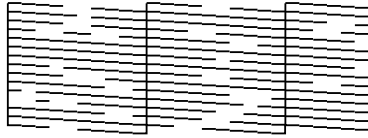
4. Make sure that the height adjustment lever is at the "P" position.



5. Press the  maintenance button on the control panel.
The Maintenance menu appears.
6. Press the up and down arrow buttons to highlight **Nozzle Check**, and press the right arrow button.
7. Press the **OK** button twice.
The nozzle check pattern prints directly onto the platen.
8. Check the printed pattern:
 - If there are no gaps in the pattern, the nozzles are clean.



- If there are gaps in the pattern, clean the print head.



Note: A complete nozzle cleaning is only required if there are more than 3 nozzles missing and the gaps are adjacent to each other. Otherwise, cleaning is not required.

9. Clean the platen using a cloth dampened with window cleaner or water.

Parent topic: [Print Head Maintenance](#)

Related tasks

[Adjusting the Height of the Platen](#)

Cleaning the Print Head

If printouts are faint or have gaps, you should clean the print head to clear the clogged nozzles. Clean the print head only if print quality declines or image colors are incorrect. Ink is consumed for all colors or selective color channels, depending on the cleaning method selected.

You can select from three levels of head cleaning:

- Use light or medium level for normal cleaning.
- If you cannot clear the clogged nozzles after cleaning with the light or medium level several times, check the condition of the suction cap and, if necessary, clean it before using the heavy cleaning level.

Note: After the initial ink charging, the printer cleans the print head in the same way as for initial ink charging several times, regardless of the selected level. After you turn on the printer, it also performs an automatic Power On Cleaning to clean the print head. (Automatic cleaning can be disabled from the printer's control panel.)

1. Press the  maintenance button on the control panel.
The Maintenance menu appears.
2. Press the up and down arrow buttons to highlight **Cleaning**, and press the right arrow button.
3. Press the up and down arrow buttons to choose one of the following cleaning options:
 - **Selected Nozzles:** Select this option when you see faint printing or gaps in a specific row of nozzles in the check pattern. You can select multiple nozzle rows, if necessary.

- **All Nozzles:** Select this option when you see faint printing or gaps in all rows of nozzles in the check pattern. Go to step 5.
4. To select the nozzle rows for cleaning, press the up and down buttons to highlight the row number and press the **OK** button. Repeat for each row you want to select and then press the right arrow button.
 5. Press the up and down buttons to highlight the cleaning level, and press the **OK** button.
Head cleaning starts. When it is complete, the Settings menu closes.
 6. Print a nozzle check pattern to confirm that the nozzles are cleared.

Parent topic: [Print Head Maintenance](#)

Related tasks

[Performing a Nozzle Check](#)

Print Head Alignment

A gap between the print head and the T-shirt may cause ink misalignment that produces grainy or blurry printouts. This occurs due to the environmental temperature and humidity, inertial force of the print head movements, direction of the print head movement, and thickness and texture of the media. Ink misalignment can also occur if the platen feed varies for some reason.

To correct this problem, perform the following procedures from the printer's control panel as necessary:

- **Head Alignment** (when printouts contain vertical lines or faint text)
- **Offset Head Alignment** (to fine-tune adjustments after head alignment)
- **Feed Adjustment** (when printouts contain horizontal lines)

[Aligning the Print Head](#)

Parent topic: [Maintenance](#)

Aligning the Print Head

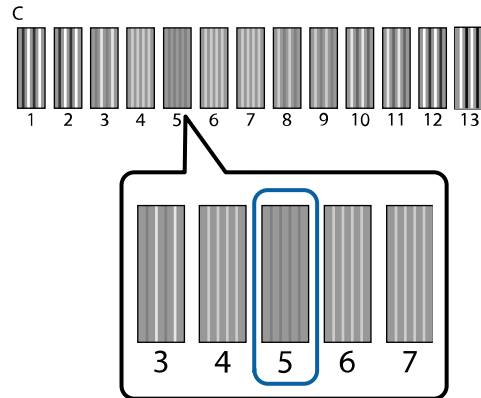
If your printouts are grainy or blurry, you can realign the print head for each platen size and each ink color.

1. Load the T-shirt you want to print on.
2. Adjust the height of the platen by moving the height adjustment lever.
3. Press the right arrow button on the control panel to display the Settings menu.
4. Press the up and down buttons to highlight **Printer Setup**, and press the right arrow button.

5. Press the up and down buttons to highlight **Head Alignment**, and press the right arrow button.
6. Press the up and down buttons to highlight the size of the installed platen, and press the right arrow button.
7. Press the **OK** button.
8. Confirm that the T-shirt is loaded properly, then press the **OK** button again.
The check pattern is printed.

Note: The check pattern is printed at the same size as the top surface of the parallel adjustment plate.

9. Look at the printed check pattern, and choose the pattern number with the least amount of white space between the lines. For example, in the image here, **5** is the best pattern.



10. When **C** is displayed on the control panel, press the up and down buttons to select the best pattern number, and press the **OK** button.
If there is no optimum number in the check pattern, select **1** or **13** (whichever is better), and perform Head Alignment again.
11. Select the best pattern number for all the ink colors and press the **OK** button when you are finished.
You return to the Standby screen.

Parent topic: [Print Head Alignment](#)

Related tasks

[Adjusting the Height of the Platen](#)

Related topics

[Loading the T-shirt](#)

Using the Ink Cleaning Solution

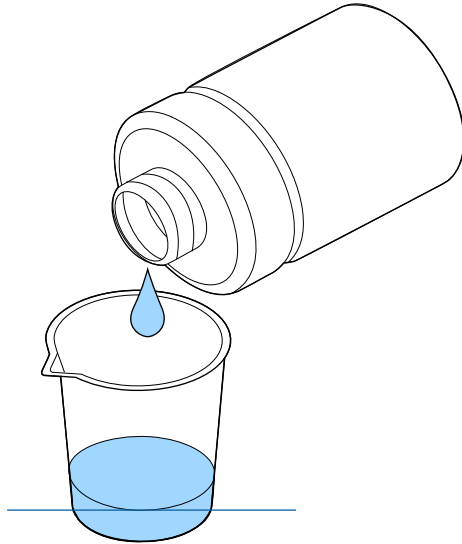
When you need to clean ink stains around the suction cap that you cannot wipe off with a dry cleaning stick, or need to clean the encoder strip (carriage scale), use the ink cleaning solution. Use the ink cleaning solution only to clean the suction cap and encoder strip (carriage scale).

Caution: Always wear protective eye wear and gloves when applying the cleaning solution, and follow these safety instructions:

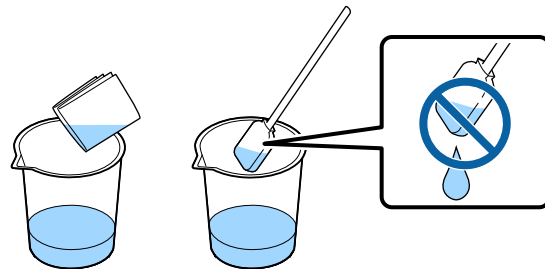
- If cleaning solution gets on to your skin, immediately wash it off using soapy water. Consult a physician if the skin appears irritated or discolored.
- If cleaning solution gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.
- If cleaning solution gets in your mouth, consult a physician immediately.
- If cleaning solution is swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, fluid may get caught in the trachea which can be dangerous.
- If you notice that the cleaning solution has changed color or emits a bad odor, stop using it and open a new maintenance kit.
- Close the cleaning solution lid securely after use, and store it out of reach of children. Avoid storing it in locations subject to high temperatures, high humidity, and direct sunlight.
- Wash your hands thoroughly after using the cleaning solution.

1. Remove the lid and the airtight seal from the ink cleaning solution bottle.

2. Pour a small amount of ink cleaning solution into the cup supplied with the maintenance kit as shown.



3. Place a cleaning stick or cleaning cloth in the ink cleaning solution and let it soak in. Make sure that the solution does not drip from the cleaning stick or cleaning cloth when you remove it from the cup.



4. Clean the suction cap and encoder strip (carriage scale) as necessary.

Parent topic: [Maintenance](#)

Related tasks

[Cleaning the Suction Cap](#)

Disposing of Used Consumables and Optional Parts

Dispose of used consumables (such as waste ink, pre-treatment solution, and cleaning solution) and optional parts according to your local laws and regulations, and always use an industrial waste disposal company. See the guidelines in this section.

Caution: Ink cleaning solution is classified as industrial waste. Dispose of the cleaning solution according to your local laws and regulations such as entrusting it to an industrial waste disposal company. When handing over the pre-treatment solution to the industrial waste disposal company, make sure you include the Material Safety Data Sheet (MSDS) found on Epson's support website.

[Waste Ink Disposal Guidelines](#)

[Replacing the Waste Ink Bottle](#)

Parent topic: [Maintenance](#)

Waste Ink Disposal Guidelines

When you see the **Prepare empty waste ink bottle** message on the printer's LCD screen, you need to replace the waste ink bottle according to these guidelines:

- Dispose of the entire waste ink bottle; do not pour waste ink into another container.
- Never remove the waste ink bottle during printing, print head cleaning, ink tube washing, or replacement of the White ink. Waste ink may leak.
- The printer calculates the amount of waste ink in the waste ink bottle and displays a warning message when it is close to the limit. If the waste ink bottle fills up during printing, replace it with a new waste ink bottle. When you see a message on the control panel to clear the waste ink counter, press the **OK** button to clear the counter and continue printing.

Note: Do not clear the waste ink counter unless you replaced the waste ink bottle. Otherwise the waste ink bottle replacement time will not be calculated correctly.

Warning: Always wear protective eye wear and gloves when disposing of waste ink. If any ink gets on your skin or gets into your eyes or mouth, immediately take the following actions:

- If ink gets on your skin, immediately wash it off using soapy water. Consult a physician if the skin appears irritated or discolored.
- If ink gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician.

- If ink gets in your mouth, consult a physician immediately.
- If ink is swallowed, do not induce vomiting and consult a physician immediately. If vomiting is induced, fluid may get caught in the trachea which can be dangerous.

Caution: Waste ink is classified as industrial waste. Dispose of waste ink according to your local laws and regulations such as entrusting it to an industrial waste disposal company. When handing over the waste ink to the industrial waste disposal company, make sure you include the Material Safety Data Sheet (MSDS) found on Epson's support website.

Parent topic: [Disposing of Used Consumables and Optional Parts](#)

Related tasks

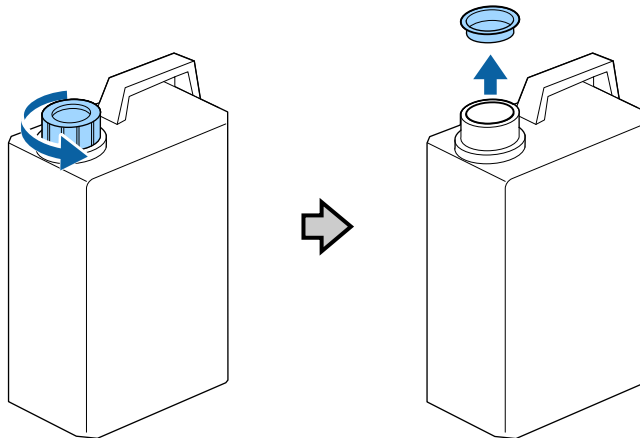
[Replacing the Waste Ink Bottle](#)

Replacing the Waste Ink Bottle

When you see the **Prepare empty waste ink bottle** message on the printer's LCD screen, you need to replace the waste ink bottle.

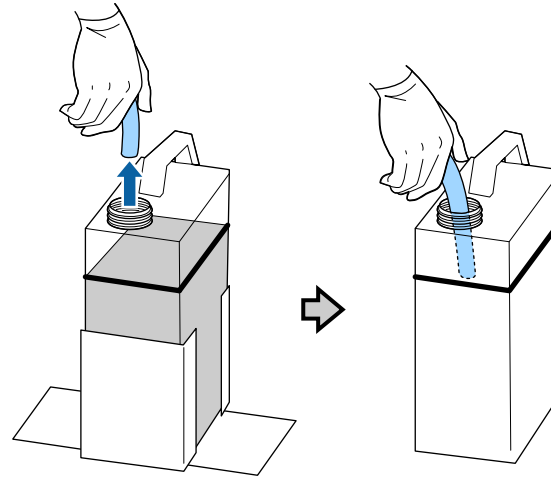
Caution: When replacing the waste ink bottle, always wear the gloves included in the maintenance kit.

1. Remove the outer and inner caps from the new waste ink bottle and store them in a safe place.

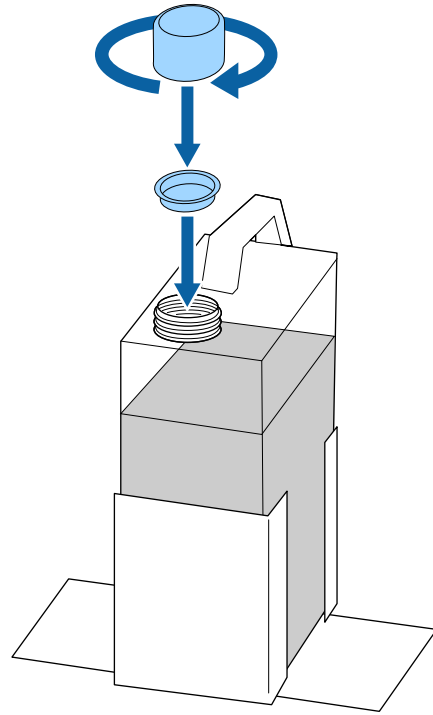


Note: Keep the caps so you can use them to dispose of the used waste ink bottle.

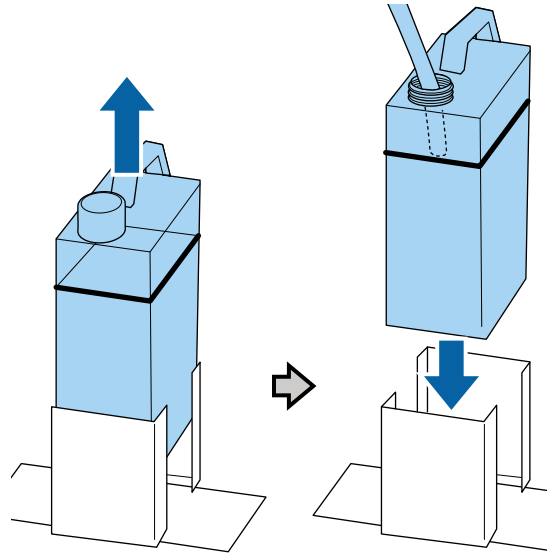
2. Remove the waste ink tube from the used waste ink bottle and insert it into the new waste ink bottle. Be careful not to spill any ink remaining in the tube.



3. Place the inner and outer caps you removed from the new waste ink bottle on the used waste ink bottle.



4. Remove the used waste ink bottle from the waste ink bottle holder and insert the new bottle. Make sure the new waste ink bottle is seated correctly in the waste ink holder.



Note: Verify that the waste ink tube is still inserted into the neck of the bottle. If the waste ink tube comes out of the bottle, waste ink will spill out.

5. Press the **OK** button.
6. Press the **OK** button to clear the waste ink counter.

Note: If you replaced the waste ink bottle before the replacement message appeared on the control panel, press the  maintenance button and select **Waste Ink Counter** to clear the waste ink counter.

Parent topic: [Disposing of Used Consumables and Optional Parts](#)

Related references

[Waste Ink Disposal Guidelines](#)

Cleaning the Suction Cap

When you see a message on the control panel, you need to clean the suction cap. You may also need to clean the suction cap if you experience difficulty cleaning nozzles after performing a nozzle check. Even if the message is not displayed, follow the steps here to clean the suction cap.

Note: If you continue to use the printer without cleaning the suction cap, the ink nozzles may clog and print quality may decline.

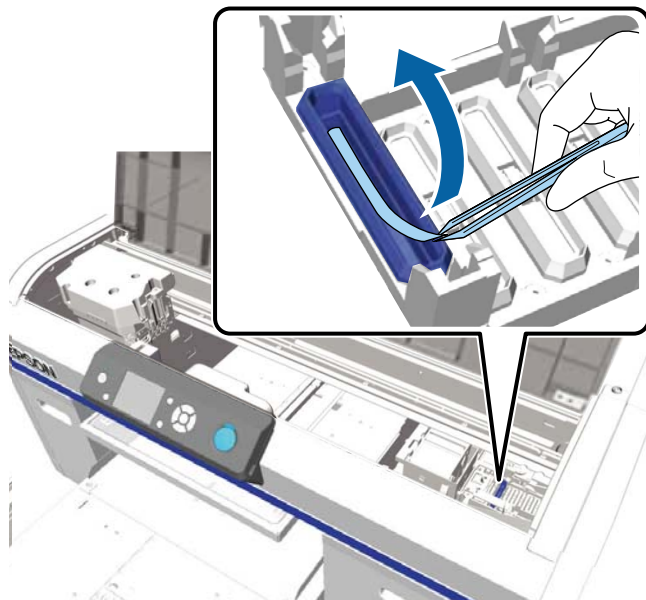
1. Turn on the printer.
2. Press the  maintenance button.
The Maintenance menu appears.
3. Press the up and down arrow buttons to select **Caps Cleaning**, and press the right arrow button.
4. Press the up and down arrow buttons to select **Yes**, and press the **OK** button.
The platen and print head move to the maintenance position.

Caution: Do not move the print head or the platen manually. A malfunction may occur.

5. Open the printer cover.

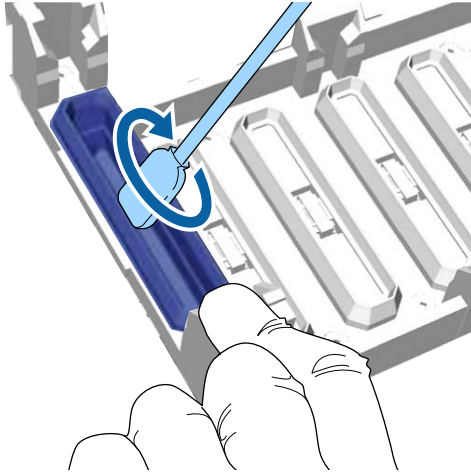


6. If waste liquid has built up on the suction cap, remove it with the supplied plastic tweezers.



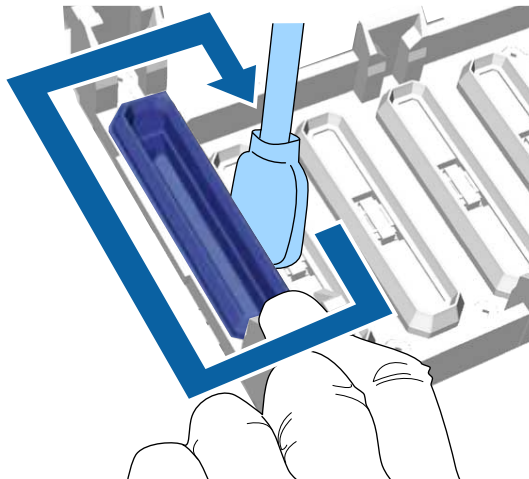
Caution: Use only the supplied plastic tweezers. Be careful not to damage the suction cap. If the suction cap is damaged, air may leak and the print head may become dry or difficult to clean.

7. Wipe the inside of the suction cap using a thin cleaning stick. Rotate the stick as you wipe.

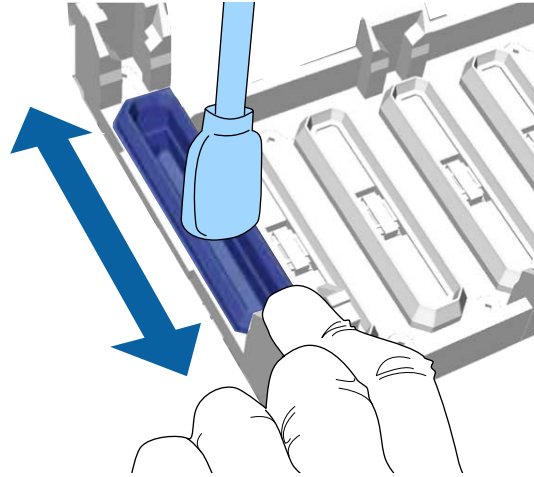


Caution: Make sure ink cleaner does not drip onto the anti-drying caps to the right of the suction cap. If any cleaner does drip, wipe it with a dry cleaning stick. If cleaner is left on the anti-drying caps, the print head nozzles could become clogged.

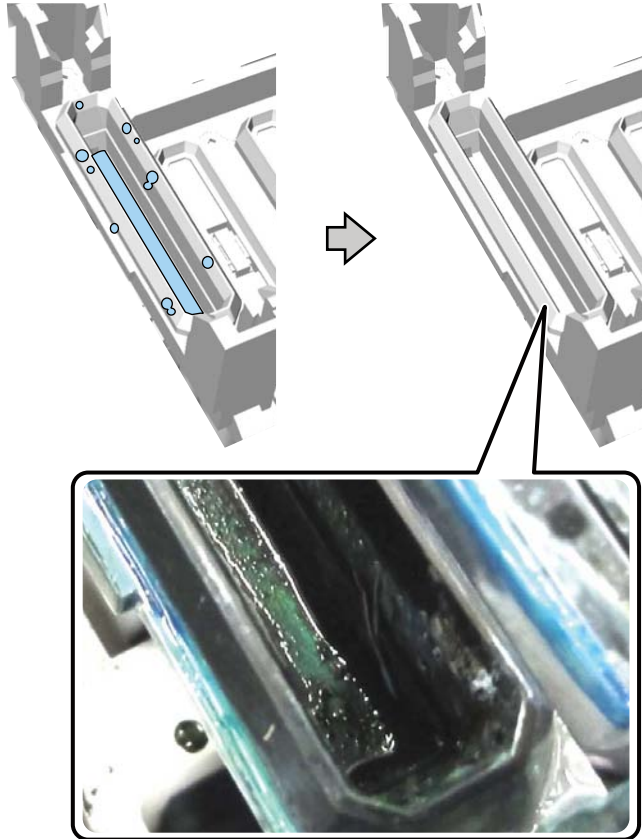
8. Wipe the outside of the suction cap with a large cleaning stick.



9. Wipe the top edge of the suction cap with a large cleaning stick.



10. If necessary, remove any excess ink from the cap.



11. Close the printer cover.

12. Press the **OK** button.

The print head returns to its normal position and the Settings menu closes.

13. Perform a nozzle check.

Parent topic: [Maintenance](#)

Related tasks

[Performing a Nozzle Check](#)

Replacing the Head Cleaning Set

Replace the head cleaning set when you see a message on the control panel. The printer warns you when the head cleaning set is running low based on the remaining amount of its service life as estimated from the print status, rather than detecting actual remaining amount of service life.

Note: The printer warning system may not function properly if you do not follow the correct procedure for replacing the head cleaning set.

1. Turn on the printer.
2. Press the  maintenance button.
The Maintenance menu appears.
3. Press the up and down arrow buttons to select **Head Cleaning Set**, and press the right arrow button.
4. Press the right arrow button again.
5. Press the up and down arrow buttons to select **Yes**, and press the **OK** button.
The platen and print head move to the maintenance position.

Note: Never move the print head or platen manually; otherwise a malfunction may occur.

6. Replace the parts of the head cleaning set in the following order:
 - Wiper unit
 - Anti-drying caps
 - Flushing pad

[Replacing the Wiper Unit and Anti-drying Caps](#)

[Replacing the Flushing Pad](#)

Parent topic: [Maintenance](#)

Replacing the Wiper Unit and Anti-drying Caps

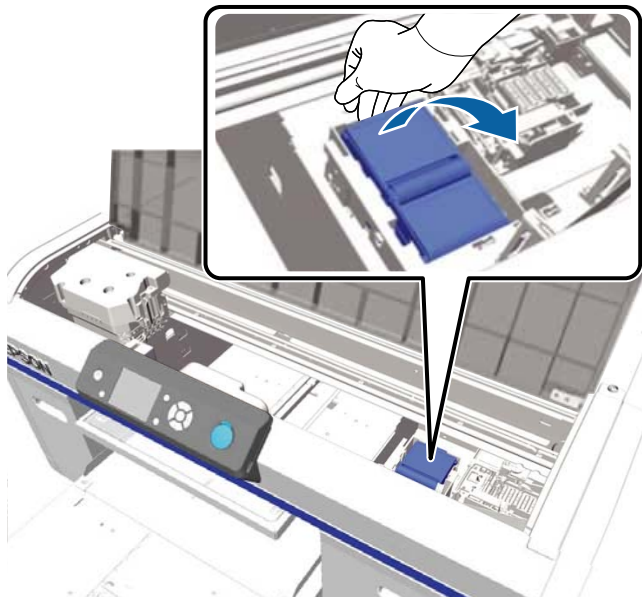
When you replace the head cleaning set, begin with replacing the wiper unit and the anti-drying caps.

1. Open the printer cover.

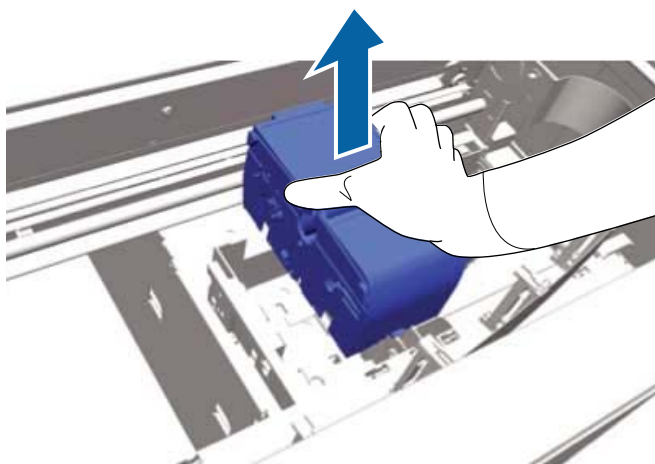


2. Unpack the new wiper unit and retain the packaging for disposing of the used wiper unit.
3. Put on the gloves supplied with the head cleaning set.

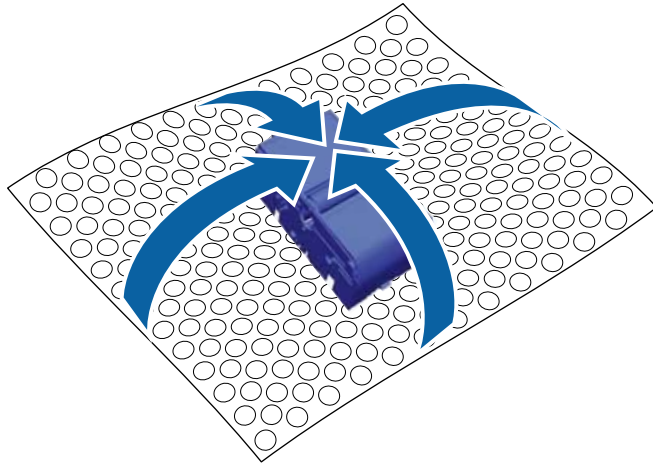
4. Place your fingers into the groove at the back of the wiper unit and raise it slightly as shown.



5. Grasp the wiper unit as shown and lift it out of the printer.

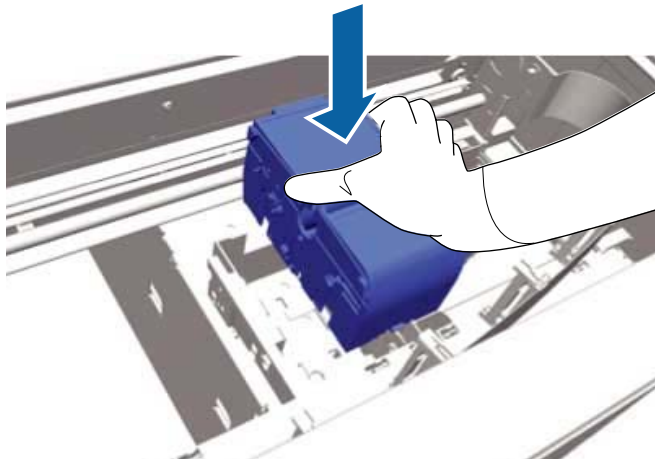


6. Wrap the old wiper unit in the packaging you retained from the new wiper unit and dispose of it according to your local laws and regulations.

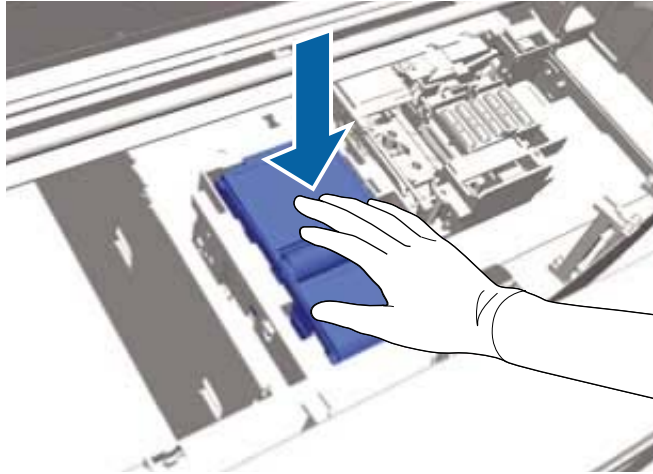


Caution: The wiper unit is classified as industrial waste. When handing it over to the industrial waste disposal company, make sure you include the safety data sheet.

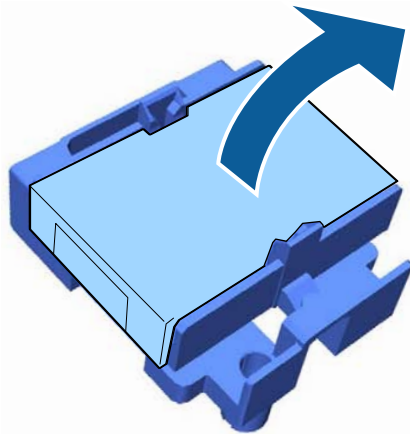
7. Insert the new wiper unit into the printer as shown.



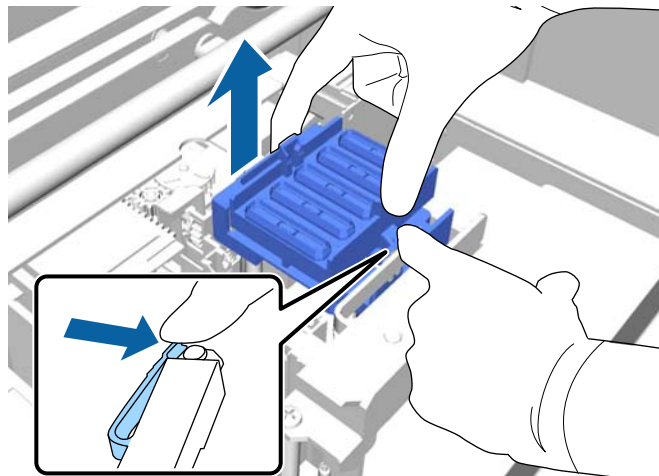
8. Press down on the wiper unit until you hear it click into place.



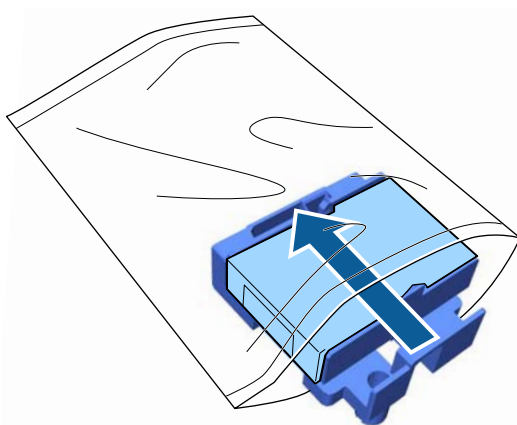
9. Unpack the new anti-drying cap and retain the packaging for disposing of the used anti-drying cap.
10. Remove the cover from the new anti-drying cap.



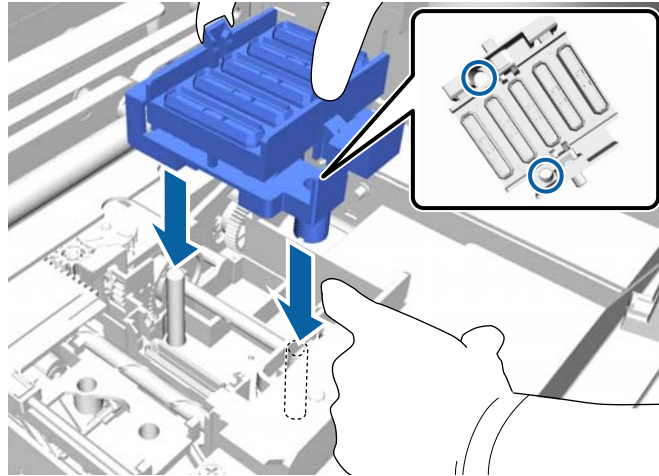
11. To remove the anti-drying cap from the printer, press the lever toward you as shown here, and lift out the anti-drying cap.



12. Place the cover on the old anti-drying cap and put it in the bag you retained from the new anti-drying cap.



13. Press the lever forward as shown, and install the new anti-drying cap, placing the holes in the anti-drying cap over the posts on the printer.



14. Close the printer cover.
15. Press the **OK** button.
16. Press the up and down arrow buttons to highlight **Yes**, and press the **OK** button.
17. Press the **OK** button again to move the print head to the flushing pad replacement position.

Parent topic: [Replacing the Head Cleaning Set](#)

Related tasks

[Replacing the Flushing Pad](#)

Replacing the Flushing Pad

Replace the flushing pad after replacing the wiper unit and anti-drying caps included in the head cleaning set.

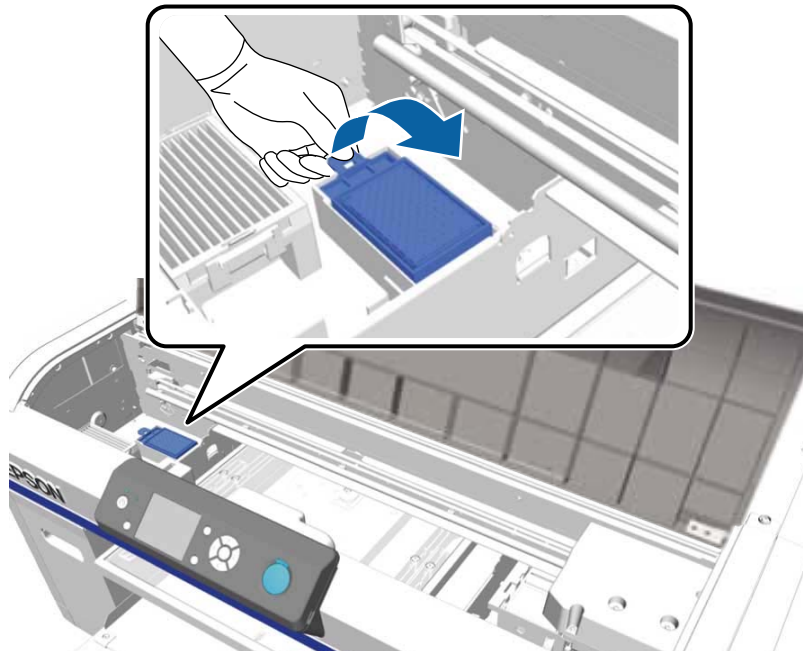
Note: The flushing pad, wiper unit, and anti-drying caps should all be replaced at the same time.

1. Open the printer cover.



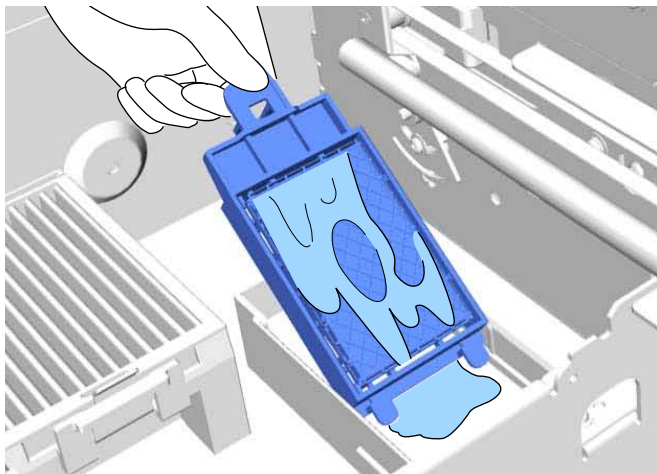
2. Unpack the new flushing pad.

3. Gently lift up the flushing pad using its tab.

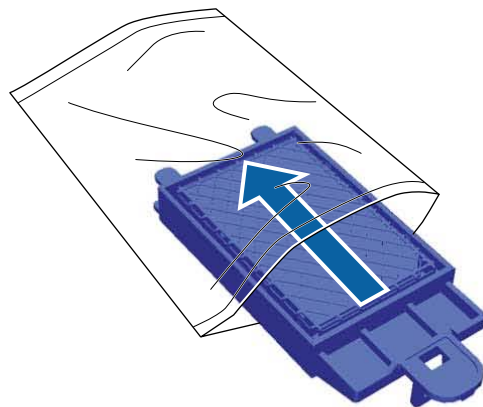


Caution: Lift the flushing pad carefully as ink could fly out if it is raised with too much force.

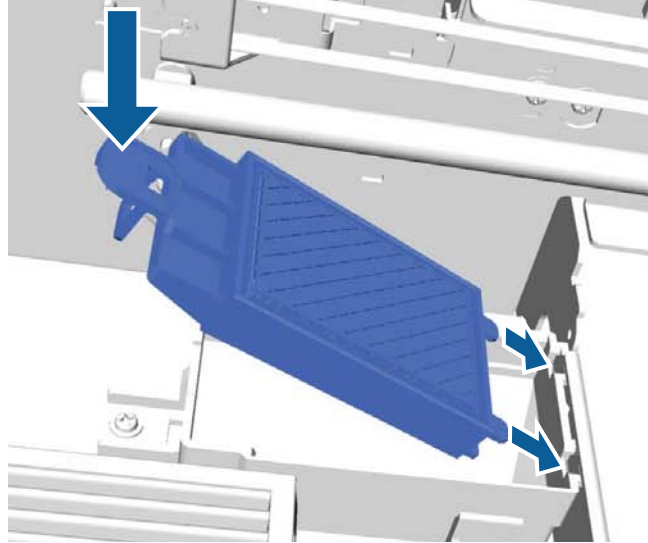
4. Hold the flushing pad at an angle and wait until the waste ink stops dripping into the receptacle beneath it. If waste ink drips into the printer, clean it up immediately.



5. Place the used flushing pad into the bag that contained the new flushing pad.



6. Insert the new flushing pad into the printer as shown. Press down until you hear it click into place.



Caution: Make sure you insert the new flushing pad correctly, or the print head could be damaged.

7. Close the printer cover.
8. Press the **OK** button.

When the print head returns to its normal position, the Settings menu closes.

Parent topic: [Replacing the Head Cleaning Set](#)

Related tasks

[Replacing the Wiper Unit and Anti-drying Caps](#)

Washing the White Ink Tubes (White Edition)

The printer's White ink tubes can build up sediment, causing the whiteness to decline or become uneven if you continue printing with white ink. For the best results, wash the white ink tube periodically. A message appears on the control panel when the White ink tube needs washing.

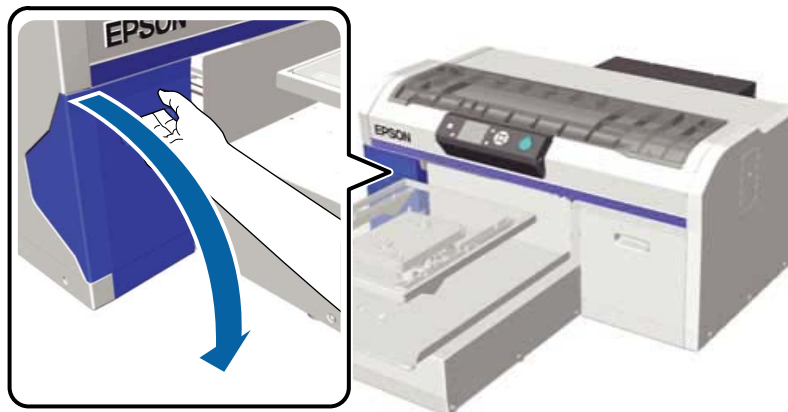
Note: You do not need to perform tube washing for color ink. However, tube washing can help to clear clogged nozzles if they are not cleared even after performing head cleaning several times. If this is the case, try washing the tubes for the target ink.

Before you clean the ink tube, you may want to have new ink cartridges handy (in case you run out of ink) and a new waste ink bottle (if a message prompts you that there is not enough free space in the current bottle).

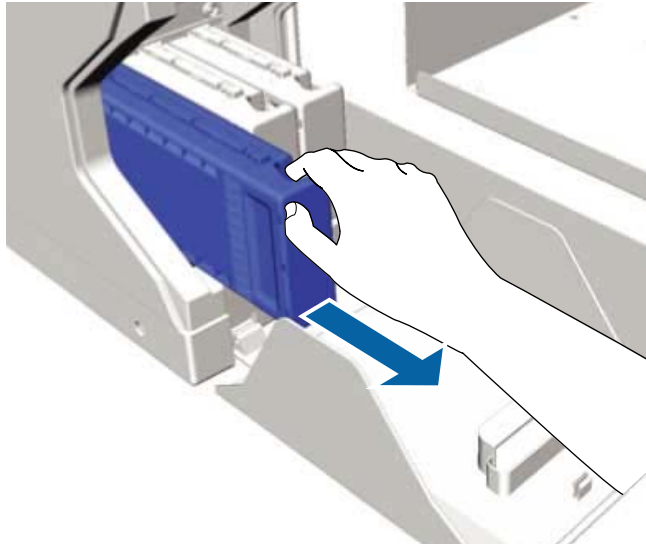
1. Unpack the cleaning cartridges.
2. Turn on the printer.
3. Press the  maintenance button.
The Maintenance menu appears.
4. Press the up and down arrow buttons to highlight **Tube Washing**, and press the right arrow button.
5. Press the up and down arrow buttons to highlight **White Ink**, and press the right arrow button.

Note: If you need to wash the color ink tube to help clear a clogged nozzle, select **Color Ink**.

6. Press the up and down arrow buttons to highlight **Yes**, and press the **OK** button.
7. Press the **OK** button again to start washing the tube.
8. Open the left ink cartridge cover.

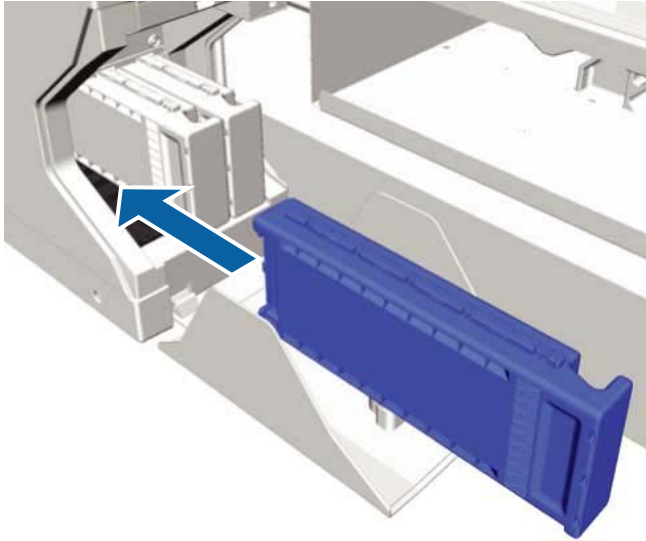


9. Place your finger in the indentation on top of the ink cartridge and pull it straight out.



Note: Removed ink cartridges may have ink around the ink supply port, so be careful not to get ink on the surrounding area.

10. Hold a cleaning cartridge with the label side facing the side of the printer and slide it all the way into the slot.



Note: Do not touch the IC chip on the top of the cartridge, or the cartridge may not be recognized or the printer may not print properly.

11. Close the ink cartridge cover.



12. Press the **OK** button twice to start charging the cleaning solution.

13. When the message on the LCD screen tells you to open the cartridge cover, follow the instructions on the screen to replace the cleaning cartridge with the ink cartridge.

Note: Make sure to shake the ink cartridge before you insert it into its slot.

14. When ink recharging is complete, the LCD screen returns to Standby mode.

Parent topic: [Maintenance](#)

Related tasks

[Shaking and Replacing the Ink Cartridges](#)

Shaking and Replacing the Ink Cartridges

The printer's ink cartridges, especially the White ink, can build up sediment, causing the print quality to decline and the printer to possibly malfunction. When ink runs out, you need to replace the ink cartridge. In both cases, you need to remove the ink cartridges from the printer.

To maintain print quality, you must do the following:

- Shake the White ink cartridges at the start of every working day
- Shake the color ink cartridges at least once a month.

If an ink cartridge runs out during printing, you can continue printing after replacing the ink cartridge. However, the tone of the print results may differ depending on the drying conditions.

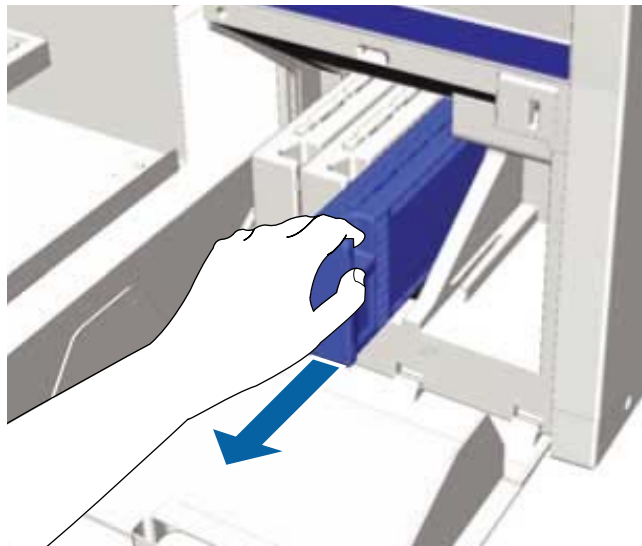
Caution: For best results, always use genuine Epson ink cartridges. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties and, under certain circumstances, may cause erratic printer behavior. Information about non-genuine ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support.

1. Turn on the printer.

2. Open the cartridge cover.

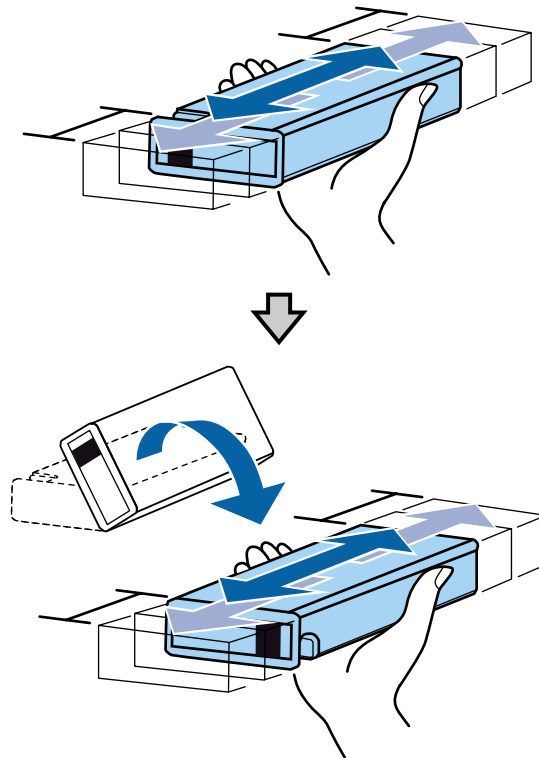


3. Put your finger into the indentation on top of the ink cartridge and pull it straight out.



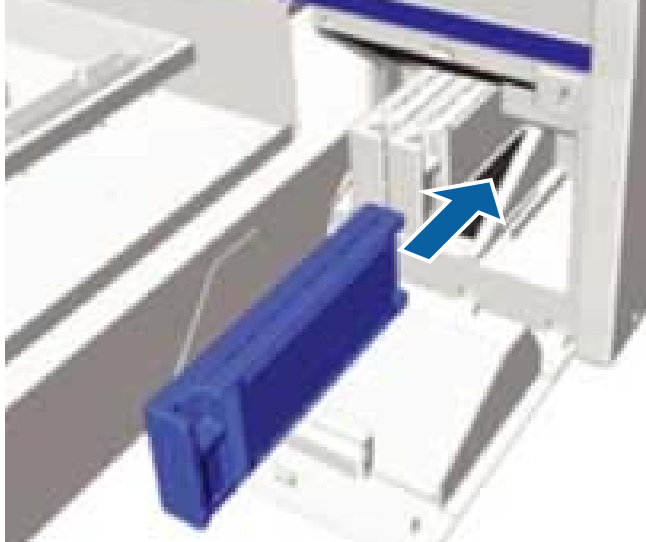
Note: Removed ink cartridges may have ink around the ink supply port, so be careful not to get ink on the surrounding area.

4. Do one of the following:
 - Shake the cartridge as shown below, place it back in the printer, repeat for any other cartridges, and close the ink cover.
 - Replace the cartridge as described starting with step 6.
5. Rapidly shake each new ink cartridge for about 15 seconds, then flip the cartridge over as shown and repeat.



Caution: Do not touch the IC chip on the top of the cartridge; otherwise, the cartridge may not be recognized, or the printer may not print properly.

6. Hold the cartridge with the label side facing the side of the printer and slide it all the way into the slot.



Note: Make sure that the color of the ink cartridge matches with the color of the label on the printer, and that the cartridge corresponds to your printer's ink configuration (White Edition or Color Edition).

7. If you need to replace another ink cartridge, repeat these steps.

Note: Make sure to install ink cartridges into all the slots, or the printer cannot print.

8. Close the ink cartridge cover.



Parent topic: [Maintenance](#)

Cleaning the Encoder Strip (Carriage Scale) and Replacing the Air Filter

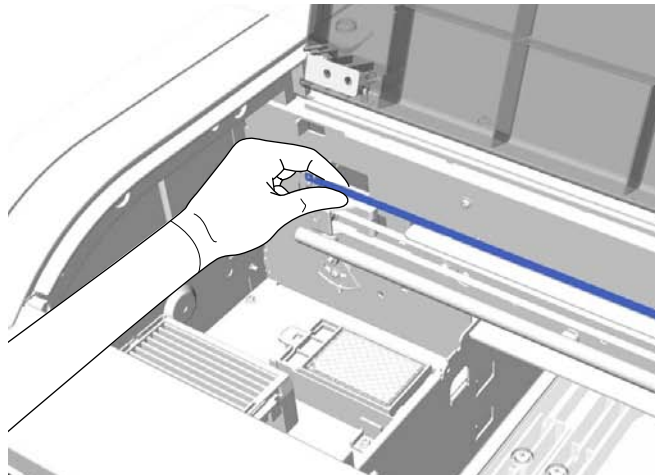
You see a message on the printer control panel when it is time to clean the encoder strip (carriage scale) and replace the air filter.

1. Turn off the printer.

2. Open the printer cover.

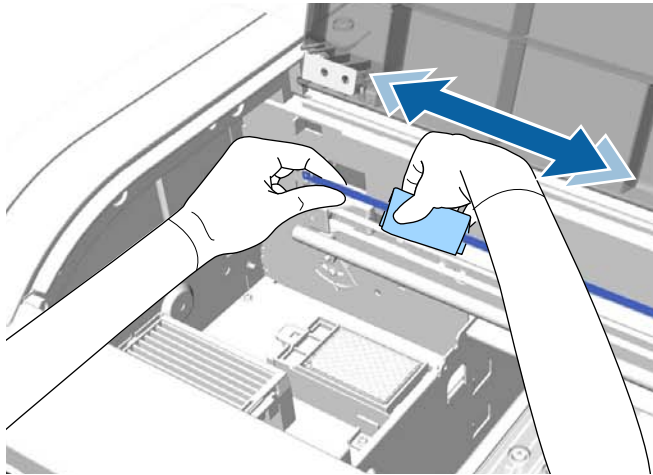


3. Let the ink cleaning solution soak into the cleaning cloth supplied with the new air filter.
4. Hold down the encoder strip (carriage scale) on the left side as shown.

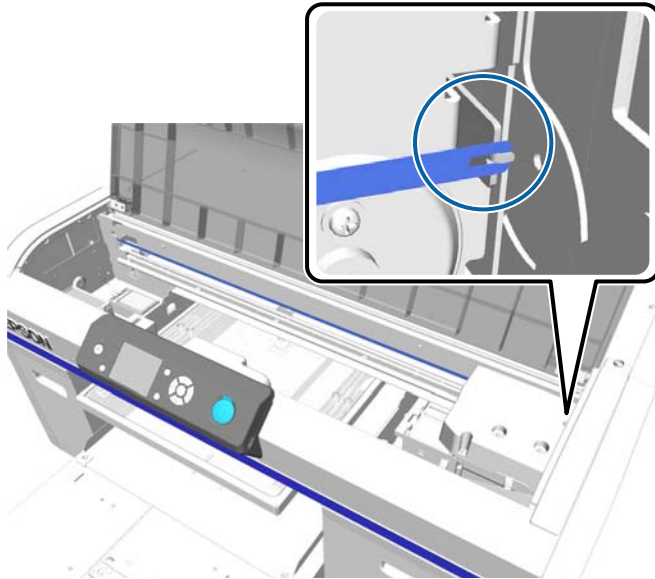


5. Use the soaked cleaning cloth to slowly wipe away any ink from the encoder strip (carriage scale) by moving the cleaning cloth in small motions to the right and across the length of the encoder strip (carriage scale). You do not need to clean the sections covered by the print head.

Caution: Make sure that ink cleaning solution does not drip into the printer. If any cleaning solution does drip, wipe it with a dry cleaning cloth.



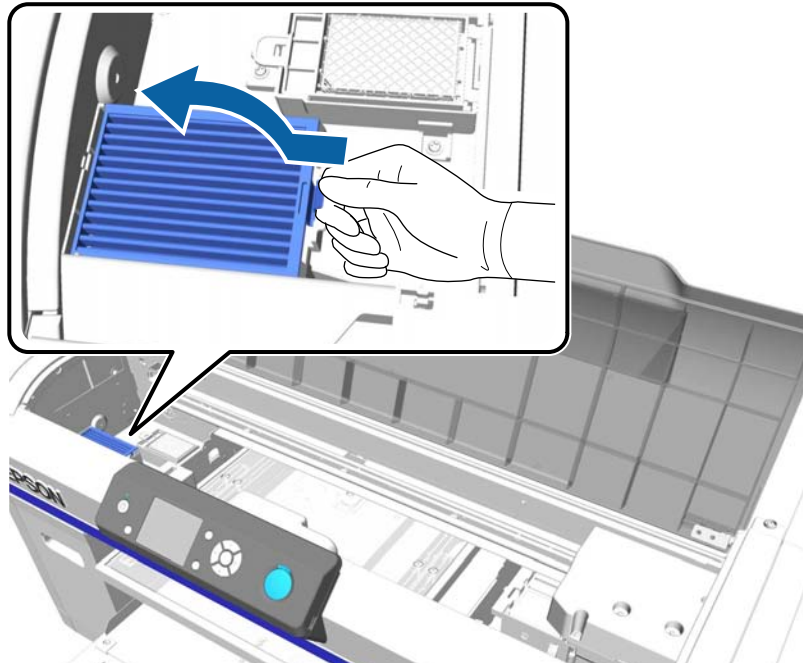
Caution: Do not pull on or rub the encoder strip (carriage scale) with too much force, or the right side may detach or the encoder strip (carriage scale) may be damaged, causing the printer to operate incorrectly.



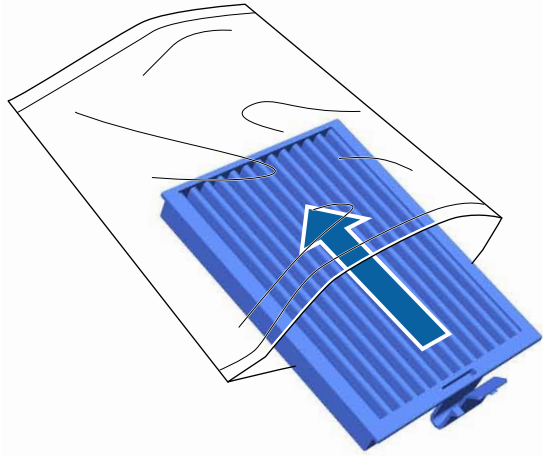
6. Use a dry cleaning cloth to wipe away any ink cleaning solution or dust remaining on the encoder strip (carriage scale).
7. Unpack the new air filter and retain the packaging for disposing of the used air filter.

Note: If you need to clean up any ink inside the printer, use only the cleaning cloth supplied with the air filter.

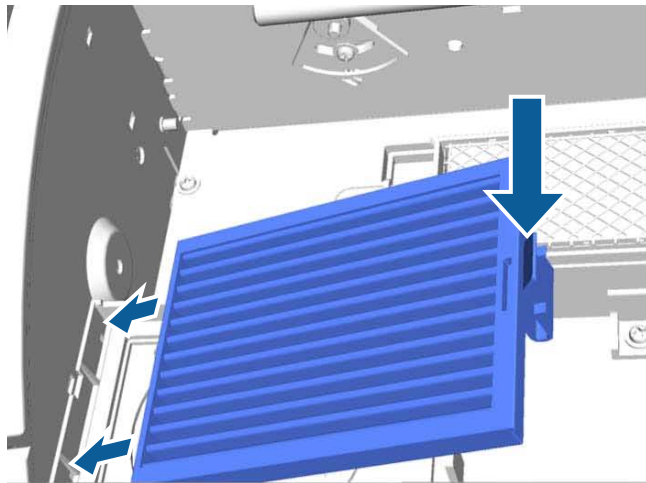
8. Grasp the tab on the air filter and lift it up to remove it.



9. Place the used air filter into the bag you retained from the new air filter.



10. Install the new air filter into the printer as shown, and press it down until you hear it click into place.



Parent topic: [Maintenance](#)

Storing the Printer

If you will not use the printer for an extended period of time with the power off, you must properly prepare it for storage. Regardless of which ink configuration (White Edition or Color Edition) you are using, you must change the ink cartridges to cleaning cartridges if the planned period of non-operation is one month or more.

Caution: You must change the ink cartridges to cleaning cartridges before storing the printer or it may be impossible to clear clogs in the print head when the printer is turned back on.

Before you begin the storage operation, gather the necessary number of cleaning cartridges and two waste ink bottles. You may need new cleaning cartridges depending on the amount of solution remaining.

1. Turn on the printer.
2. Press the  maintenance button.
The Maintenance menu appears.
3. Press the up and down arrow buttons to highlight **Prolonged Storage**, and press the right arrow button.
4. Press the up and down arrow buttons to highlight **Yes**, and press the **OK** button.
5. Replace the color ink or White ink with cleaning cartridges.
When you finish replacing the cleaning cartridges, a message appears on the control panel telling you to replace the waste ink bottle.
6. Dispose of the waste ink.
7. Turn off the printer for storage.
8. When you turn on the printer after the storage period, follow the instructions on the control panel to install the ink cartridges.

Parent topic: [Maintenance](#)

Cleaning the Printer

To keep the printer in optimum condition, you need to clean it periodically, along with the platen and the platen frame.

1. If the platen is not in the forward position, press the  moveable base button to move it forward.
2. Make sure that the printer is turned off and the LCD screen is blank.

3. Unplug the power cable.
4. Use a soft, clean cloth to carefully remove any dust or dirt from the platen. If necessary, clean the platen using a soft, clean cloth dampened with water and a small amount of detergent. Wipe off excess moisture with a dry, soft cloth.



5. Remove any dust or dirt from the printer cover in the same manner.



Note: To reduce ink mist buildup inside your printer, clean it regularly using a small amount of cleaning solution on a lint-free cloth. Gently clean the flat surfaces, print head cover, and inside the printer cover.

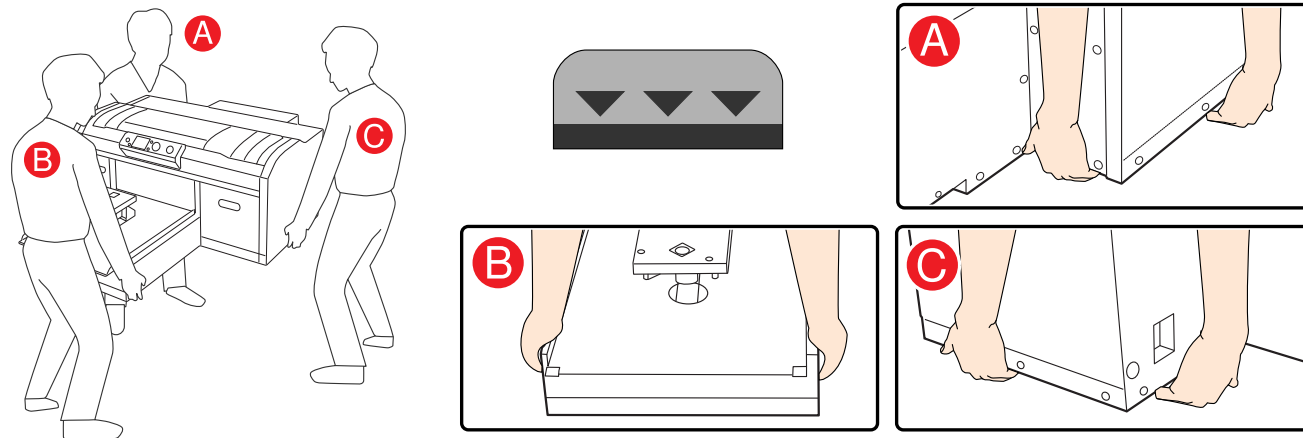
Parent topic: [Maintenance](#)

Transporting the Printer

When transporting the printer, protect it from shock and vibration by packing it using the packing materials it came with.

Caution:

- Leave the ink cartridges installed, or the nozzles may clog or ink may leak.
- Do not tilt the printer, stand it on its side, or turn it upside down or ink may leak.
- Do not attempt to carry the printer on your own. The printer should be packed and moved by three people.
- When moving the printer, do not tilt it more than 10°.
- When lifting the printer, touch only the necessary areas and grip it where indicated by the gray stickers as shown.



[Transportation Preparation](#)

[Moving the Printer](#)

[Moving the Printer Through a Narrow Doorway](#)

[Setting Up the Printer After Transport](#)

Transportation Preparation

Do the following before moving or transporting the printer:

- Turn off the printer.
- Remove all cables.
- Remove the platen.
- Close the fixing lever.
- Remove any tools or parts from the tool storage space.
- Locate the waste ink outlet plugs that came with the printer.

Parent topic: [Transporting the Printer](#)

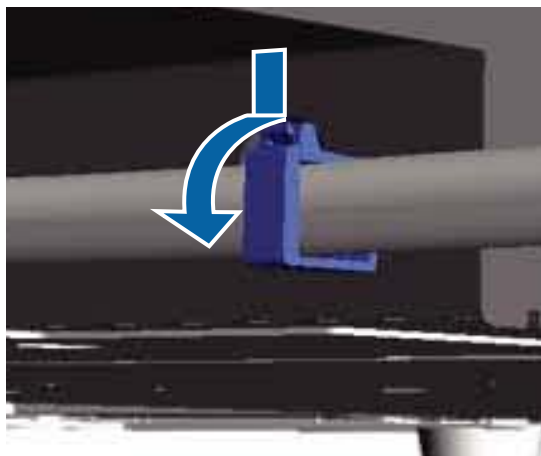
Moving the Printer

You can move the printer across the room or to a different room on the same floor level as described here.

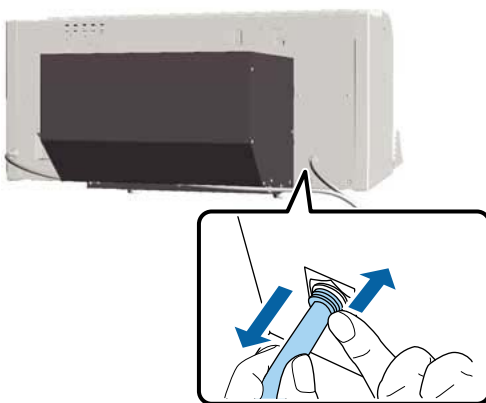
Note: Wear the protective gloves included in the maintenance kit to prevent your hands from being soiled by waste ink.

1. Make sure the printer is turned off.
2. Carefully remove the waste ink tube from the waste ink bottle.
3. Remove the waste ink bottle.

4. Remove the waste ink tube from the tube clamp.

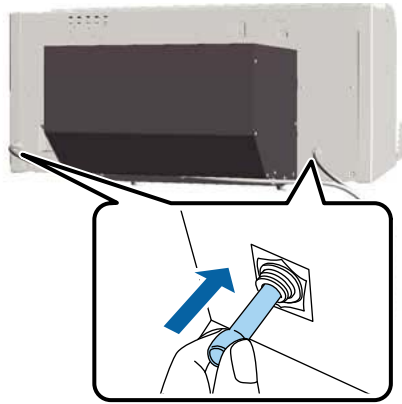


5. Press and hold the edge of the waste ink outlet, and pull out the left and right waste ink tubes.



Note: Be careful when removing the waste ink tubes; waste ink may spill from the outlet or tube.

6. Insert the waste ink outlet plugs and any other parts that were removed during printer assembly. See the *Start Here* sheet for more information.



Parent topic: [Transporting the Printer](#)

Related tasks

[Setting Up the Printer After Transport](#)

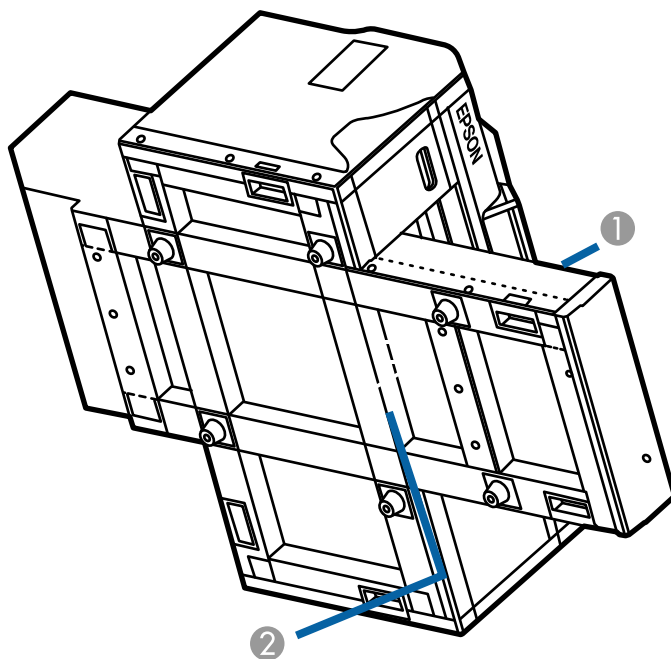
Moving the Printer Through a Narrow Doorway

You can move the printer through a doorway that is less than 39 inches (99 cm) wide by preparing it as described here.

If the printer is new, leave the packing material in place as you move it.

If the printer has already been set up, follow the steps below before tilting it or moving it.

When moving the printer through a narrow doorway, tilt it to an angle of up to 75° with the platen side up as shown. This provides clearance for a doorway as narrow as 29.6 inches (75.2 cm).



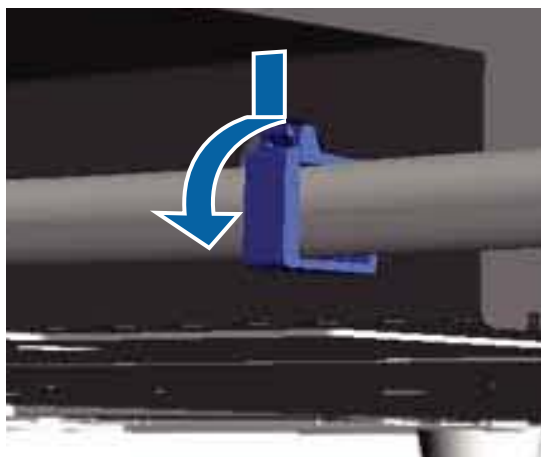
- 1 Platen
- 2 75° angle

Place the lower chassis frame edge on a padded furniture dolly, move it through the doorway, and return it to the normal carrying position.

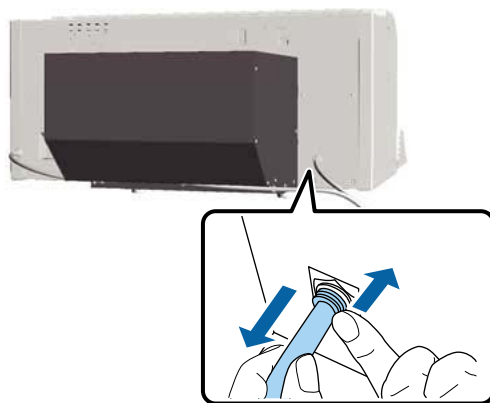
Caution: Do not set the printer flat on its end cover. Allow the edge of the lower chassis frame to take the full weight of the printer.

- 1. Turn off the printer.
- 2. Remove all cables.
- 3. Leave the ink cartridges installed.
- 4. Remove any tools or parts from the tool storage space.
- 5. Remove the platen.

6. Carefully remove the waste ink tube from the waste ink bottle. Make sure not to spill any ink.
7. Remove the waste ink bottle.
8. Locate the waste ink outlet plugs that came with the printer.
9. Insert the waste ink outlet plugs into the rear connectors. Make sure not to spill any ink.
10. Remove the waste ink tube from the tube clamp.

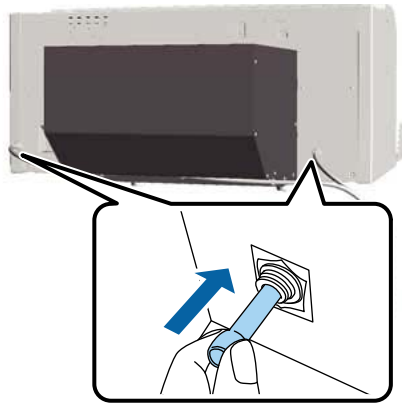


11. Press and hold the edge of the waste ink outlet, and pull out the left and right waste ink tubes.



Note: Be careful when removing the waste ink tubes; waste ink may spill from the outlet or tube.

12. Insert the waste ink outlet plugs.



13. Remove the flushing pad and clean any ink underneath it.
14. Plug the drain outlet with a lint-free cloth.
15. Tilt the printer and move it through a narrow doorway as described above.

Parent topic: [Transporting the Printer](#)

Related tasks

[Setting Up the Printer After Transport](#)

Setting Up the Printer After Transport

Follow these steps to set up the printer after moving it. See the *Start Here* sheet for detailed information.

1. Verify that the location is suitable for installation.
2. Install the waste ink tube and the waste ink bottle.
3. Connect the power cable to an electrical outlet and turn on the printer.
4. Perform a nozzle check and confirm that there are no clogged nozzles.
5. Align the print head and check the print quality.

Parent topic: [Transporting the Printer](#)

Related tasks

[Performing a Nozzle Check](#)

[Aligning the Print Head](#)

Using the Control Panel Menus

Follow the instructions in these sections to access the printer menu system and select settings.

[Accessing the Printer's Menus](#)

[USB File List Menu Settings](#)

[Maintenance Menu Settings](#)

[Printer Setup Menu Settings](#)

[Print Logs Menu Settings](#)

[Printer Status Menu Settings](#)

[Administrator Menu Settings](#)

[Maintenance Mode Menu Settings](#)

Accessing the Printer's Menus

You can use the printer menus to adjust the settings that control how your printer works.

1. Press the right arrow button on the control panel.



You see the menus on the LCD screen.

2. Press the up or down arrow buttons to scroll through the menus.

Note: Press the left arrow button to go back any time the **Back** button option is displayed.

3. To change settings in the highlighted menu, press the right arrow button.
4. Press the up or down arrow button to move through the settings. If there are additional settings, press the right or left arrow buttons as instructed on the screen.
5. To select a setting, press the **OK** button any time the **OK** button option is displayed.
6. When you finish changing settings on a menu, press the left arrow button to go back as often as necessary to return to the main screen.

Note: If you need to access the Maintenance Mode menus on your printer, do the following:

1. Hold down the  cancel button, then hold down the  power button until the  power light comes on.
2. Release just the  power button.
3. When you see the Maintenance Mode menu on the LCD screen, release the  cancel button.
4. Follow the steps above to navigate the Maintenance Mode menus.

Parent topic: [Using the Control Panel Menus](#)

USB File List Menu Settings

Settings on the USB File List menu let you print, delete, and control settings for files on a USB memory device connected to the printer.

Setting	Options	Description
Select Print File	List of print files in this format: Epson_repeat_print.prn	Lets you select from a list of the print files saved on the connected USB memory device so you can print the file contents
Head Move Direction	Auto Uni-Directional	Lets you select the direction that the print head moves while printing: uni-directional or bi-directional Auto: moves the print head in the direction specified in the printing software Uni-Directional: moves the print head in one direction only to improve print quality, but decrease print speed; use this setting if your printouts appear misaligned, contain uneven color, or exhibit other quality problems

Setting	Options	Description
Delete Print File	List of print files in this format: Epson_repeat_print.prn	Lets you select from a list of the print files saved on the connected USB memory device so you can delete the print file Caution: Deleting the print file will remove that data permanently from the USB memory device. Make sure your data is saved in another location if you wish to keep it.

Parent topic: [Using the Control Panel Menus](#)

Related topics

[Printing from a USB Memory Device](#)

Maintenance Menu Settings

Settings on the Maintenance menu let you run essential printer maintenance utilities.

Caution: Follow the instructions in the topic links below the table to use these menu settings correctly.

Setting	Options	Description
Nozzle Check	—	Select to run the nozzle check utility and inspect the printed pattern to determine if you need to clean the print head

Setting	Options	Description
Head Cleaning	Selected Nozzles or All Nozzles Execute (Light) Execute (Medium) Execute (Heavy)	Select to run the head cleaning utility on either selected nozzles indicated on the nozzle check print pattern (Selected Nozzles) or on all nozzles (All Nozzles) Execute (Light) : run this level of cleaning first Execute (Medium) : run this level of cleaning if the light level of cleaning left faint or missing ink in your printouts Execute (Heavy) : run this level of cleaning if the light and medium levels of cleaning still left faint or missing ink in your printouts
Tube Washing	White Ink (White Edition) Color Ink	Select to run the tube washing utility to remove accumulated sediment in the selected ink tube
Head Cleaning Set	Yes No	Select to move the platen and print head to the maintenance position before replacing the head cleaning set
Head Cap Cleaning	Yes No	Select to move the platen and print head to the maintenance position before cleaning the caps
Waste Ink Counter	—	Select to reset the waste ink counter after replacing the waste ink bottle
Replace White Ink	Yes No	Select to switch the printer from white ink mode to color mode or vice-versa (White Edition)
Storage Mode	Yes No	Select if you have stored the printer for a long time (one month or more) so you can replace the cleaning fluid

Parent topic: [Using the Control Panel Menus](#)

Related tasks

[Performing a Nozzle Check](#)

[Cleaning the Print Head](#)

[Washing the White Ink Tubes \(White Edition\)](#)

[Shaking and Replacing the Ink Cartridges](#)

[Replacing the Waste Ink Bottle](#)

[Replacing the Head Cleaning Set](#)

[Cleaning the Suction Cap](#)

Printer Setup Menu Settings

Settings on the Printer Setup menu let you run print quality adjustment utilities.

Caution: Follow the instructions in the topic links below the table to use these menu settings correctly.

Setting	Options	Description
Head Alignment	—	Select to run the head alignment utility to correct grainy or blurry print results by realigning the print head for each platen size; this alignment does not affect your print results if you selected Uni-Directional as the Head Move Direction setting on the USB File List menu
Offset Head Alignment	–10 to +10	Use this setting when you change the platen height but do not want to perform Head Alignment. One stop down on the platen (3 to 4 for example) is equivalent to a -3 setting. Also used for fine-tuning alignments when a spacer pad is used to raise the flat surface of the garment to be imaged on.
Feed Adjustment	–1.00% to +1.00%	Select to adjust the platen feed each time the print head moves; select a higher number if dark lines appear or a smaller number if faint lines appear

Setting	Options	Description
Power On Cleaning	White Ink On Before Printing Off	Available only in White Ink mode Select to set up automatic white ink cleaning On: select to clean automatically whenever the printer power is turned on and the printer initializes Before Printing: select to clean automatically whenever the printer is turned on, but only before printing for the first time since the printer turned on

Parent topic: [Using the Control Panel Menus](#)

Related tasks

[Aligning the Print Head](#)

Print Logs Menu Settings

Settings on the Print Logs menu let you print information about print jobs.

Note: This is a simple tool for estimating ink consumption for a given print job. Epson does not warrant accuracy. Actual ink consumption varies considerably depending on such factors as software used, firmware version, image printed, print settings, substrate types, frequency of use, temperature, and variations in printer performance, and user preferences and practices. Estimates do not account for ink used over the life of the cartridge for ink remaining in the cartridge after the replace cartridge signal. Some Epson printers have multiple tools for estimating cost or ink consumption and not all tools work the same way.

Setting	Options	Description
Print Job Log Sheet	Print	Select to print the job log sheet
Total Prints	Number of pages	Displays the total number of prints (up to 6 figures)

Parent topic: [Using the Control Panel Menus](#)

Printer Status Menu Settings

Settings on the Printer Status menu let you display or print information about your printer's current status.

Note: This is a simple tool for estimating ink consumption for a given print job. Epson does not warrant accuracy. Actual ink consumption varies considerably depending on such factors as software used, firmware version, image printed, print settings, substrate types, frequency of use, temperature, and variations in printer performance, and user preferences and practices. Estimates do not account for ink used over the life of the cartridge for ink remaining in the cartridge after the replace cartridge signal. Some Epson printers have multiple tools for estimating cost or ink consumption and not all tools work the same way.

Setting	Options	Description
Supply Level	Ink Head Cleaning Set	Select to display information about the remaining ink Ink: select to display the amount of ink remaining in each cartridge; the level is reset automatically when you replace a cartridge Head Cleaning Set: select to display the amount of ink remaining for the head cleaning set
Firmware Version	Firmware number	Displays the printer firmware version number
Print Status Sheet	Print	Select to print a list of the currently selected print settings selected in these menus

Parent topic: [Using the Control Panel Menus](#)

Administrator Menu Settings

Settings on the Administrator menu let you set basic printer administration settings.

Caution: Before printing a network status sheet using this menu, remove any connected USB memory device from the printer to avoid losing data on the device or causing unexpected print results.

Setting	Options	Description
Network Setup	IP Address Setting	Select how the network assigns IP addresses Auto: uses DHCP to automatically assign IP addresses Panel: lets you assign the IP Address , Subnet Mask , and Default Gateway settings manually
	Print Status Sheet	Select to print a list of the current network settings
	Restore Settings	Select to return all the Network Setup settings to their default values
Preferences	Date & Time	Select to set the printer's built-in clock, used when printing the job log and printer status sheets
	Language	Select to set the language used on the printer control panel screen
	Unit:Length	Select to set the unit of length used on the control panel screen (m for meters or ft/in for feet/inches) and when printing patterns
Reset All Settings	Yes No	Select Yes to return all control panel settings to their default values, except for Date & Time , Language , and Maintenance Mode ; also does not change the current printer mode (white ink mode or color ink mode)

Parent topic: [Using the Control Panel Menus](#)

Maintenance Mode Menu Settings

Settings on the Maintenance Mode menu let you set special maintenance settings that control your printer operation.

Setting	Options	Description
Custom	Various codes	Use only if Epson technical support staff direct you to perform operations using this setting
Sleep Mode	Off 5 to 180 minutes	Select to turn off automatic sleep mode or to adjust the period before which the printer enters sleep mode (default is 30 minutes) The printer automatically enters sleep mode when it displays no errors, is receiving no print jobs, and is performing no control panel or other commands. In sleep mode, the control panel screen, internal motors, and other parts turn off to consume less power. To wake the printer from sleep mode, press a button on the control panel and resume other operations within 30 seconds, such as sending a print job.
Reset All Settings	Yes No	Select Yes to return all control panel settings to their default values, except for Date & Time , Language , and Maintenance Mode ; also does not change the current printer mode (white ink mode or color ink mode)

Parent topic: [Using the Control Panel Menus](#)

Solving Problems

Check these sections for solutions to problems you may have using your product.

[Product Status Messages](#)

[Solving Printer Problems](#)

[Solving Printing Problems](#)

[Solving Print Quality Problems](#)

[Where to Get Help](#)

Product Status Messages

You can often diagnose problems with your product by checking the messages or icons on its LCD screen.

Error Messages

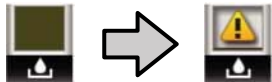
LCD screen message	Condition/solution
Ink Cartridge Error Ink cannot be recognized. Insert again or replace ink cartridge.	The ink cartridges have a problem. • Check that the cartridge is the same color as the color displayed on the control panel and ink door label, and then reinstall the cartridge. If the message persists, insert a new ink cartridge.
Ink Cartridge Error Ink cannot be detected. Insert again or replace ink cartridge.	• You cannot change the ink configuration (White Edition to Color Edition or vice versa) after the ink cartridges have been installed. Make sure the correct cartridges are installed. • Condensation may have occurred in the ink cartridge. Remove the cartridge, leave it for four hours or more at room temperature, then reinstall the cartridge.
Ink Low	The ink is low. Make sure you have a replacement ink cartridge handy.
Prepare empty waste ink bottle.	The waste ink bottle is almost full. Make sure you have a replacement waste ink bottle handy.
Head cleaning set is nearing end of life.	It is almost time to replace the head cleaning set (wiper unit, anti-drying caps, and flushing pad). Although you can continue printing, make sure you have a new head cleaning set handy.

LCD screen message	Condition/solution
Head Cleaning Set Life Replace head cleaning set. Press OK to move platen back, then start replacement.	Replace the head cleaning set (wiper unit, anti-drying caps, and flushing pad). Be sure to replace all components at the same time.
See manual to clean scale and change air filter.	Clean the encoder strip (carriage scale) and replace the air filter.
USB Memory Error Failed to read USB memory.	One of the following conditions may have occurred: • The USB memory device was removed while the printer was reading the data • The selected file is corrupted • The USB memory device's format type or the file format may not be supported (FAT32) Check the light and make sure that the USB memory device is not being accessed before removing it from the printer.
USB Memory Error Failed to write to USB memory.	One of the following conditions may have occurred: • The USB memory device is damaged • The USB memory device was removed while the printer was writing to it • There is not enough free space on the memory device or the number of saved files has reached the maximum Check that the USB memory device is not damaged and that there is enough free space.
Platen Move Error Abnormal platen move detected. Check platen path and press  cancel	A foreign object was detected in the platen's path. Check for objects in the platen's path and under the movable base. If necessary, open the printer cover to check inside the printer. Then close the printer cover.

LCD screen message	Condition/solution
Platen Height Error Height sensor has detected obstruction. Press  moveable base to move the platen and check shirt height.	The height detection sensor may have reacted to the uneven print surface of the loaded T-shirt. Press the  moveable base button to move the platen forward, adjust the height, and try printing again. Note: The proper platen height is one level down from when the height detection sensor reports an error.
F/W Install Error Firmware update failed. Restart the printer.	Try the following: • Turn off the printer, wait for awhile, and turn on the printer again. • Use Epson LFP Remote Panel 2 to try updating again. If the message appears again, contact Epson for support.
Command Error Check print settings on RIP.	Try the following: • Press the  cancel button to cancel the print job. Check that the installed RIP software is compatible with the printer. • Make sure you have the latest firmware and are running the latest version of Garment Creator software.
Information Some time has passed since operation began. Finish task quickly; nozzle check is recommended once task is complete.	10 minutes or more has passed since you started cleaning the cap or replacing the head cleaning set. If the print head is out of position for more than 10 minutes, the nozzles could clog. Finish cap cleaning or head cleaning set replacement as soon as possible, then run a nozzle check to confirm that the nozzles are not clogged.
Information Power On Cleaning is off. Perform head cleaning if required.	If White ink cleaning is not performed for a certain period of time, print quality may decline due to sedimentation (ink particles sinking to the bottom of the liquid) and clogged nozzles. Clean the print head if the printer has been turned off for a long time. Perform a nozzle check and selectively clean rows of nozzles that have gaps. For White ink, use a medium level cleaning cycle; for Color ink, use a light level cleaning cycle. Obtaining a quality print does not require all nozzles to be firing.

LCD screen message	Condition/solution
Maintenance Request Replace Part Soon/Replace Part Now (maintenance request code)	A part used in the printer is nearing the end of its service life. Contact Epson for support and provide them with the displayed maintenance request code. The error remains until you replace the requested part.
Call For Service (service code) Power off and then on. If this doesn't work, note the code and call for service.	A call for service occurs when: • The power cable is not connected securely • An error occurs that cannot be cleared When a call for service has occurred, the printer automatically stops printing. Turn off the printer, disconnect the power cable from both the outlet and the printer, and then reconnect them. Turn the printer on and off several times. If the same call for service is displayed on the LCD screen, contact Epson for support and provide them with the service code shown on the LCD screen.

Status Icons

Icons	Description
Waste ink bottle status 	The waste ink bottle status is indicated as follows:  The height of the indicator corresponds to the remaining capacity.  The waste ink bottle is almost full. Make sure you have a new waste ink bottle ready.  The waste ink bottle is full. Replace the waste ink bottle with a new one.

Icons	Description
Ink cartridge status	The ink cartridge status is indicated as follows:
 → 	 The height of the indicator corresponds to the amount of ink remaining in the cartridge.  Ink is low. Make sure you have a new ink cartridge ready.  The ink cartridge is expended; replace with a new ink cartridge.  An error has occurred. Check the message on the screen, and clear the error.  A cleaning cartridge is installed. The height of the indicator corresponds to the amount of cleaning solution remaining in the cartridge. WH/CL: White/Cleaning Y: Yellow M: Magenta C: Cyan BK: Black

Parent topic: [Solving Problems](#)

Related tasks

[Shaking and Replacing the Ink Cartridges](#)

[Replacing the Waste Ink Bottle](#)

[Cleaning the Print Head](#)

[Cleaning the Suction Cap](#)

[Performing a Nozzle Check](#)

[Adjusting the Height of the Platen](#)

[Replacing the Head Cleaning Set](#)

[Cleaning the Encoder Strip \(Carriage Scale\) and Replacing the Air Filter](#)

Solving Printer Problems

Check these sections if you have problems operating your product.

[Printer Does Not Turn On](#)

[LCD Screen Shuts Off](#)

Parent topic: [Solving Problems](#)

Printer Does Not Turn On

If the printer does not turn on, try these solutions:

- Make sure the power cable is securely connected.
- Make sure the power outlet works by connecting the power cable for another electronic device.

Parent topic: [Solving Printer Problems](#)

LCD Screen Shuts Off

If the LCD screen shuts off intermittently, the printer may be in Sleep Mode. Press any of the buttons on the control panel to reactivate the display. Then perform a hardware operation such as opening the printer cover or sending a job to the printer. You can adjust the delay time before the printer enters sleep mode in the Maintenance Mode menu.

Parent topic: [Solving Printer Problems](#)

Solving Printing Problems

Check these sections if you have problems printing with your product.

[Nothing Prints](#)

[Cannot Print Over a Network](#)

[Print Head Moves But Nothing Prints](#)

[Platen Height Error Is Displayed While Printing](#)

[Message Is Displayed After Cleaning the Encoder Strip \(Carriage Scale\)](#)

[Printing Is Slow or Stops Intermittently](#)

[Cannot Access the USB Memory Device](#)

[Red Light Shines Inside the Printer](#)

[Forgot the Network Password](#)

Parent topic: [Solving Problems](#)

Nothing Prints

If you have sent a print job and nothing prints, try these solutions:

- Make sure your printer is turned on.
- Make sure any interface cables are connected securely at both ends. If you have a spare cable, try connecting with the spare cable.
- Check the model and specifications of the interface cable to see if the cable is appropriate for your computer and printer.
- If a USB memory device is connected to the printer, Garment Creator saves the print job to the USB memory device first and then to the printer instead of sending the print job directly to the printer. Therefore, printing does not start until the data has been saved to the USB memory device. Remove the USB memory device to speed up the printing process.
- If you connected your printer to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your printer directly to your computer instead of the hub.
- Make sure the USB hub is recognized correctly on the computer. If the computer incorrectly recognizes the USB hub, disconnect all USB hubs from the computer and connect the printer directly to the computer's USB port.
- Make sure the USB cable length does not exceed 10 feet (3 m). If the USB cable length exceeds 10 feet (3 m), use an Ethernet connection instead.

Parent topic: [Solving Printing Problems](#)

Related topics

[Printing from a USB Memory Device](#)

Cannot Print Over a Network

If you cannot print over a network, try these solutions:

- Make sure that your printer is turned on.
- Make sure you installed your printer's network software as described in the Network Guide.
- If you are using TCP/IP, make sure the printer's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.
- Check your wired LAN router or access point to see if the LED for the port to which your printer is connected is on or flashing. If the link LED is off, try the following:
 - Make sure the Ethernet cable is securely connected to your printer and to your router, access point, switch, or hub.

- Try connecting your printer to a different port or a different router, access point, switch, or hub.
- Try connecting with a different Ethernet cable.
- Try printing to your printer from another computer on the network.

Parent topic: [Solving Printing Problems](#)

Print Head Moves But Nothing Prints

If the print head is moving and nothing prints, try these solutions:

- Adjust the height of the platen.
- Clean the suction cap and perform a medium level cleaning on all nozzles; watch the waste ink tube to make sure that ink is flowing during the cleaning process.
- Print a nozzle check pattern. If the pattern does not print, clean the print head again.

Parent topic: [Solving Printing Problems](#)

Related tasks

[Adjusting the Height of the Platen](#)

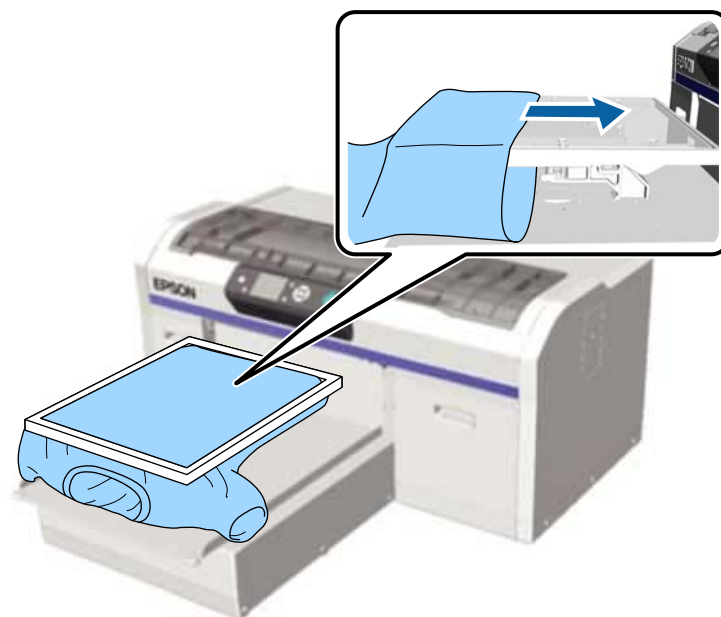
[Cleaning the Suction Cap](#)

[Performing a Nozzle Check](#)

Platen Height Error Is Displayed While Printing

If a platen height error is displayed on the LCD screen during printing, try these solutions:

- If the image you are printing requires a large amount of ink, the platen height position sensor may cause an error to appear on the LCD screen. If this occurs, remove the T-shirt from the platen surface and place it on the platen as shown here.



- Check that the pre-treatment solution is completely dry before reloading the T-shirt on the platen.

Parent topic: [Solving Printing Problems](#)

Related tasks

[Adjusting the Height of the Platen](#)

Message Is Displayed After Cleaning the Encoder Strip (Carriage Scale)

If a cleaning message is displayed on the LCD screen after you have cleaned the encoder strip (carriage scale), make sure that no dust or ink cleaner remains on the encoder strip (carriage scale). If the cleaning message appears on the LCD screen again, contact Epson for support.

Parent topic: [Solving Printing Problems](#)

Printing Is Slow or Stops Intermittently

If printing is slow or stops in the middle of a print job, try these solutions:

- Set **Head Move Direction** to anything except **Uni-Directional** in the control panel menu list.

- If you print from a USB memory device with a slow reading speed (4.63MB per sec or less), the print head stops during printing and then continues. Use a USB memory device with a faster reading speed.

Parent topic: [Solving Printing Problems](#)

Related topics

[Printing from a USB Memory Device](#)

Cannot Access the USB Memory Device

When you connect a USB memory device, an icon is not automatically displayed on the printer control panel. Select **USB File List** from the Settings menu and save the data, or transmit data from a computer to the USB memory device connected to the printer.

Parent topic: [Solving Printing Problems](#)

Red Light Shines Inside the Printer

The red light always shines inside the printer. This is normal.

Parent topic: [Solving Printing Problems](#)

Forgot the Network Password

If you forgot the password you created during network setup, select **Restore Settings** from the LCD screen menu list.

Parent topic: [Solving Printing Problems](#)

Solving Print Quality Problems

Check these sections if you have problems with print quality.

[Nozzle Check Pattern Prints Incorrectly](#)

[Overall Print Quality Is Poor](#)

[Lines Are Misaligned](#)

[Grainy or Unclear Printout](#)

[White Ink Quality Is Poor \(White Edition\)](#)

[Ink Stains Appear Outside the Printed Areas](#)

[Printer Status or Logs Print Incorrectly](#)

Parent topic: [Solving Problems](#)

Nozzle Check Pattern Prints Incorrectly

If the nozzle check pattern does not print correctly, try these solutions:

- Clean the print head and print the check pattern again. If cleaning the print head several times does not solve the problem, clean the suction cap. For White ink, also wash the tubes.
- If the printer has not been used for a long time, nozzles may be dried and clogged. If cleaning the print head does not solve the problem, replace the ink cartridges with cleaning cartridges.
- Check to see if cleaning cartridges are installed. If so, the rows printed with the cleaning solution are difficult to see.
- If you are printing the nozzle check pattern on paper in White ink mode, the rows printed with white ink are difficult to see. Try printing directly on the platen to confirm the nozzle check pattern using White ink.

Parent topic: [Solving Print Quality Problems](#)

Related tasks

[Cleaning the Print Head](#)

[Cleaning the Suction Cap](#)

[Washing the White Ink Tubes \(White Edition\)](#)

[Shaking and Replacing the Ink Cartridges](#)

[Performing a Nozzle Check](#)

Overall Print Quality Is Poor

If you notice that your print quality is uneven, too light, too dark, or there are lines in the print (banding), try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- If the print surface is too far from the print head, the following problems may occur:
 - Lines in the image (banding)
 - Edges of the image are blurry
 - Text and straight lines are duplicated
 - Image is grainy

Adjust the platen height.

- Align the print head.

- Adjust the platen feed.
- Make sure you are using genuine Epson ink cartridges. If you use non-Epson ink cartridges, the print result may be faint, or the color of the printed image may be inaccurate because the remaining ink level is not correctly detected.
- Make sure your ink cartridges have not expired. For best results, use ink cartridges before the expiration date printed on the package (within a year of installation in the printer). Replace expired cartridges with new ones.
- Shake the cartridges thoroughly before installing them in the printer. To maintain optimum print quality, remove and shake the installed White ink cartridge at the start of every working day or every 20 hours (when a message is displayed). Shake the color cartridges once a month.
- Compare the print result with the image on your computer screen. Since monitors and printers produce colors differently, printed colors and screen colors do not always look the same.
- Make sure that the printer cover is closed during printing.
- Check the ink levels on the LCD screen. Replace any cartridges that are low on ink.
- Adjust the print quality settings in the Garment Creator software to a higher quality setting.
- Adjust the density of the White ink in the Garment Creator software.
- Make sure the pre-treatment solution is not too diluted. If the pre-treatment solution has been diluted too much, the solidity of the White ink is weakened and the edges of the image may be blurred. Try reducing the density of the White ink in the Garment Creator software, or make the pre-treatment solution stronger.

Parent topic: [Solving Print Quality Problems](#)

Related tasks

[Performing a Nozzle Check](#)

[Adjusting the Height of the Platen](#)

[Aligning the Print Head](#)

[Adjusting the Angle of the Platen](#)

[Shaking and Replacing the Ink Cartridges](#)

Lines Are Misaligned

If the vertical ruled lines are misaligned, try these solutions:

- Align the print head.
- You may see lines in Auto (bi-directional) print output depending on the unevenness of the shirt's surface. If this occurs, perform Head Alignment. If lines are still misaligned even after aligning the print

head, set Head Move Direction to **Uni-Directional** in the Garment Creator software or the printer's control panel. If lines are still visible, adjust the print quality settings in the Garment Creator software.

- **Parent topic:** [Solving Print Quality Problems](#)

Related tasks

[Aligning the Print Head](#)

Grainy or Unclear Printout

If your printouts are grainy or unclear, try these solutions:

- Clean the suction cap.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Clean the surface of the T-shirt. Remove any lint with sticky tape or a lint roller, and press the fibers flat with a hard roller when you load a T-shirt on the platen.
- You may need to increase the image resolution or print at a smaller size (optimal image resolution is 360 dpi); see your software documentation for instructions.
- For colored prints on white T-shirts, try using **Ink Blot Reduction** mode. (This mode is not applicable when White ink is used.)

Parent topic: [Solving Print Quality Problems](#)

Related tasks

[Cleaning the Suction Cap](#)

[Performing a Nozzle Check](#)

[Aligning the Print Head](#)

White Ink Quality Is Poor (White Edition)

If you notice that the White ink is uneven, too dark, too light, blurry, or unclear, try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- To maintain optimum print quality, remove and shake the installed White ink cartridge at the start of every working day or every 20 hours (when a message is displayed).
- Adjust the density of the White ink in the Garment Creator software.

- Make sure the pre-treatment solution is applied evenly, or the printed results will be uneven.
- Make sure the pre-treatment solution is not too diluted. If the pre-treatment solution has been diluted too much, the solidity of the White ink is weakened and the edges of the image may be blurred. Try reducing the density of the White ink in the Garment Creator software, or make the pre-treatment solution stronger.
- Make sure to dry the shirt completely after pre-treatment. If the shirt is left for an extended period, dry it for several seconds in the heat press before printing.
- Check the temperature and pressure of the heat press. The temperature of the heat press decreases when you press a T-shirt that has had pre-treatment solution applied. When pressing several T-shirts in succession, check that the temperature of the heat press is not too low. Whiteness becomes uneven if the pressure is insufficient since the T-shirt does not dry completely and the fibers are not pressed flat.
- Make sure your White ink cartridges have not expired. For best results, use ink cartridges before the expiration date printed on the package (within a year of installation in the printer). Replace expired cartridges with new ones.
- Wash the ink tubes when a message is displayed. This cleans out any sediment from the tubes.
- If the under-base white shows outside the main image area, adjust the print area of the under-base white in the Garment Creator software.

Parent topic: [Solving Print Quality Problems](#)

Related references

[Pre-treatment Application Guidelines](#)

[Fixing the Pre-treatment Solution \(Heat Press\)](#)

Related tasks

[Performing a Nozzle Check](#)

[Aligning the Print Head](#)

[Diluting the Pre-treatment Solution](#)

[Washing the White Ink Tubes \(White Edition\)](#)

Ink Stains Appear Outside the Printed Areas

If you notice ink stains outside of the printed area of the T-shirt, there may be residual ink on the platen's frame or top plate. Check the frame and platen and clean them, if necessary.

Note: Transfer the printed T-shirt to the heat press with care; the ink is wet and can smudge.

Parent topic: [Solving Print Quality Problems](#)

Printer Status or Logs Print Incorrectly

If the printer status and log are printed beyond the edges of your paper, make sure you are printing with a medium size (standard) platen.

Parent topic: [Solving Print Quality Problems](#)

Where to Get Help

If you need to contact Epson for technical support services, use the following support options.

Internet Support

Visit your product's support website at epson.com/support/f2000 (U.S.) or epson.ca/support/f2000 (Canada) to download the Garment Creator software and utilities, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Before you call Epson for support, please have the following information ready:

- Product name
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

- U.S.: (562) 276-1305, 6 AM to 6 PM, Pacific Time, Monday through Friday
- Canada: (905) 709-3481, 6 AM to 6 PM, Pacific Time, Monday through Friday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Purchase Supplies and Accessories

You can purchase genuine Epson ink and paper at Epson Supplies Central at epson.com/ink3 (U.S. sales) or epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Parent topic: [Solving Problems](#)

Related references

[Optional Equipment and Replacement Parts](#)

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life products. Please go to epson.com/recycle for information on how to return your products for proper disposal.

[Windows System Requirements](#)

[Mac System Requirements](#)

[Printer Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Dimension Specifications](#)

[Ink Cartridge Specifications](#)

[Cleaning Cartridge Specifications](#)

[Pre-treatment Solution Specifications](#)

[Ink Cleaner Solution Specifications](#)

[Safety and Approvals Specifications](#)

Windows System Requirements

To use your product and its software, your computer should meet these requirements.

Microsoft Windows OS version (32- and 64-bit compatible)	Windows XP, Windows Vista, Windows 7, Windows 8.x
CPU	Core 2 Duo 2.0 GHZ or better
Memory	1GB or more
Hard disk space available	32GB or more

Interface	Two High-Speed USB ports compatible with USB 2.0 Specification Rear port: for computer connection Front port: for external USB device connection
Display resolution	XGA (1024 × 768) or higher

Note: Visit Epson's support website at epson.com/support (U.S.) or epson.ca/support (Canada) for the latest in compatibility and drivers for your product.

Parent topic: [Technical Specifications](#)

Mac System Requirements

To use your product and its software, your Mac should meet these requirements.

OS X version	OS X 10.6.8, OS X 10.7.x, OS X 10.8.x
CPU	OS X 10.6.8 or 10.7.x: Core 2 Duo 2.0 GHz or better OS X 10.8.x: Core i5 2.0 GHz or better
Memory	OS X 10.6.8 or 10.7.x: 1GB or more OS X 10.8.x: 2GB or more
Hard disk space available	32GB or more
Interface	Two High-Speed USB ports compatible with USB 2.0 Specification Rear port: for computer connection Front port: for external USB device connection
	Ethernet 10BASE-T/100BASE-TX
Display resolution	XGA (1024 × 768) or higher

Note: Visit Epson's support website at epson.com/support (U.S.) or epson.ca/support (Canada) for the latest in compatibility and drivers for your product.

Parent topic: [Technical Specifications](#)

Printer Specifications

Printing method	On-demand ink jet
Nozzle configuration	White ink mode: White: 720 nozzles × 2 Color: 360 nozzles × 4 colors Color ink mode: 360 nozzles × 4 colors High-speed color mode: 720 nozzles × 4 colors
Resolution	White: 1440 × 1440 dpi maximum Color: 1440 × 720 dpi maximum
Control code	ESC/P raster (undisclosed command)
Platen feed method	Conveyor belt
Built-in memory	Main memory: 512MB Network: 128MB

Parent topic: [Technical Specifications](#)

Electrical Specifications

Rated voltage	AC 100 to 240 V
Rated frequency range	50/60 Hz
Rated current	0.7 to 0.4 A
Power consumption	Printing: 52 W (approximately) Sleep mode: 10 W (approximately) Power off mode: 0.5 W or less

Parent topic: [Technical Specifications](#)

Environmental Specifications

Temperature	Operating: 50 to 95 °F (10 to 35 °C)
	Storage (before unpacking):
	–4 to 140 °F (–20 to 60 °C); within 120 hours at 140 °F (60 °C) and 1 month at 104 °F (40 °C)
	Storage (after unpacking):
Humidity (non-condensing)	–4 to 104 °F (–20 to 40 °C); within 1 month at 104 °F (40 °C)
	Operating: 20 to 80% RH
	Storage: 5 to 85% RH

Parent topic: [Technical Specifications](#)

Dimension Specifications

Height	Stored: 19.3 inches (490 mm)
Width	Stored: 38.8 inches (985 mm)
Depth	Stored: 56.1 inches (1425 mm)
Weight	180.8 lb (82 kg) (with supplied platen installed; not including ink cartridges or waste ink tubes)

Parent topic: [Technical Specifications](#)

Ink Cartridge Specifications

Note: Do not refill the ink.

Type	Special ink cartridges
-------------	------------------------

Color	White ink mode: Cyan, Magenta, Yellow, Black, White Color ink/High-speed color mode: Cyan, Magenta, Yellow, Black
Expiration date	Opened package: Up to 1 year from installation in printer Unopened package: See the date printed on the package; at normal temperature
Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage (in package and after installation in printer): –4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C) Transporting (in package): –4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)

Parent topic: [Technical Specifications](#)

Cleaning Cartridge Specifications

Expiration date	See the date printed on the package; at normal temperature
Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage (in package and after installation in printer): –4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C) Transporting (in package): –4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)
Capacity	23.7 oz (700 ml)

Dimensions	Width: 1.57 inches (400 mm)
	Depth: 12 inches (305 mm)
	Height: 4.3 inches (110 mm)

Parent topic: [Technical Specifications](#)

Pre-treatment Solution Specifications

Expiration date	See the date printed on the package; at normal temperature
Temperature	Operating:
	50 to 95 °F (10 to 35 °C)
	Storage (in package):
	–4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C)
Capacity	Transporting (in package):
	–4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)
Capacity	5.28 gal (20 l)
Dimensions	11.8 inches (300 mm) × 11.8 inches (300 mm) × 11.8 inches (300 mm)

Parent topic: [Technical Specifications](#)

Ink Cleaner Solution Specifications

Expiration date	See the date printed on the package; at normal temperature
------------------------	--

Temperature

Operating:

50 to 95 °F (10 to 35 °C)

Storage (in package):

–4 to 104 °F (–20 to 40 °C); within 4 days at –4 °F (–20 °C) and 1 month at 104 °F (40 °C)

Transporting (in package):

–4 to 140 °F (–20 to 60 °C); within 4 days at –4 °F (–20 °C), 1 month at 104 °F (40 °C), and 72 hours at 140 °F (60 °C)

Capacity

5 oz (150 ml)

Parent topic: [Technical Specifications](#)

Safety and Approvals Specifications

United States

Safety: UL60950-1

EMC: FCC part 15 Subpart B class A

Canada

Safety: CAN/CSA C22.2 No. 60950-1

EMC: CAN/CSA-CEI/IEC CISPR 22 Class A

Caution: This is a class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

Parent topic: [Technical Specifications](#)

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life products. Please go to epson.com/recycle for information on how to return your products for proper disposal.

[Important Safety Instructions](#)

[FCC Compliance Statement](#)

[Software License Terms](#)

[Trademarks](#)

[Copyright Notice](#)

Important Safety Instructions

Before using your Epson product, read and follow these safety instructions.

[General Product Safety Instructions](#)

[Ink Cartridge Safety Instructions](#)

Parent topic: [Notices](#)

General Product Safety Instructions

- Be sure to follow all warnings and instructions marked on the product.
- Use only the type of power source indicated on the product's label.
- Use only the power cord that comes with the product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Connect your product to a properly grounded power outlet. Avoid plugging the product into an outlet on the same circuit as a photo copier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.
- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total

ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Always turn off the product using the power button, and wait until the power light stops flashing before unplugging the product or cutting off power to the electrical outlet.
- If you will not be using the product for a long period, unplug the power cord from the electrical outlet.
- Place the product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place or store the product outdoors.
- Do not place the product near excessive heat sources or in direct sunlight.
- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the cabinet or insert objects through the slots.
- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- When connecting the product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not touch the encoder strip (carriage scale).
- Do not put your hands inside the product or touch the ink cartridges while printing.
- Do not move the print head by hand; this may damage the product.
- Do not spill liquid on the product or use the product with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Except as specifically explained in your documentation, do not attempt to service the product yourself.
- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the cabinet damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- Leave the ink cartridges installed. Removing the cartridges can dehydrate the print head and may prevent the product from printing.

- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak.

Note: The lithium batteries in this product contain Perchlorate Material - special handling may apply. [Click here](#) for details.

Parent topic: [Important Safety Instructions](#)

Ink Cartridge Safety Instructions

- Keep ink cartridges out of the reach of children and do not drink the ink.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- Wear protective eyewear and gloves when replacing the waste ink bottle. Should waste ink get on your skin, immediately wash it off using soap and water. Consult a physician if the skin appears irritated or is discolored. If waste ink gets in your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If waste ink is swallowed, consult a physician immediately; do not induce vomiting.
- After replacing the waste ink bottle, wash your hands thoroughly.
- Do not put your hand inside the product or touch any cartridges during printing.
- Install a new ink cartridge immediately after removing an expended one. Leaving cartridges uninstalled can dry out the print head and may prevent the product from printing.
- Install ink cartridges in all the ink cartridge slots. You cannot print if any of the slots are empty.
- Dried ink on the supply port may cause ink leaks when the cartridge is reinserted and used. Wipe off any excess ink before reinserting.
- Do not insert or remove replacement cartridges during printing.
- Do not remove the transparent seal from the ink supply port. This may cause the cartridge to become unusable.
- The green IC chip on this ink cartridge retains a variety of cartridge-related information, such as the ink cartridge status, so that the cartridge may be removed and reinserted freely. Do not touch the green IC chip on the side of the cartridge. This may prevent normal operation and printing.
- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area.

- To insure print quality, use an ink cartridge before the date printed on its package.
- Do not dismantle or alter an ink cartridge. This could damage the print head and may prevent the product from printing.
- Do not drop cartridges or bump them against hard objects; otherwise, the ink may leak.
- Store ink cartridges at room temperature in a location that is not exposed to direct sunlight.
- After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least four hours before using it.

Parent topic: [Important Safety Instructions](#)

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

WARNING

This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

Parent topic: [Notices](#)

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Version 2.0 - August 6, 2003

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